

28 August 2013

Coverage: Great Britain

Theme: Social and Welfare

## CHILD SUPPORT AGENCY QUARTERLY SUMMARY OF STATISTICS

### Introduction

The Department for Work and Pensions (DWP) is responsible for the child maintenance system in Great Britain. It funds information and support for separating parents and runs the statutory child maintenance schemes, currently operated through the Child Support Agency (CSA).

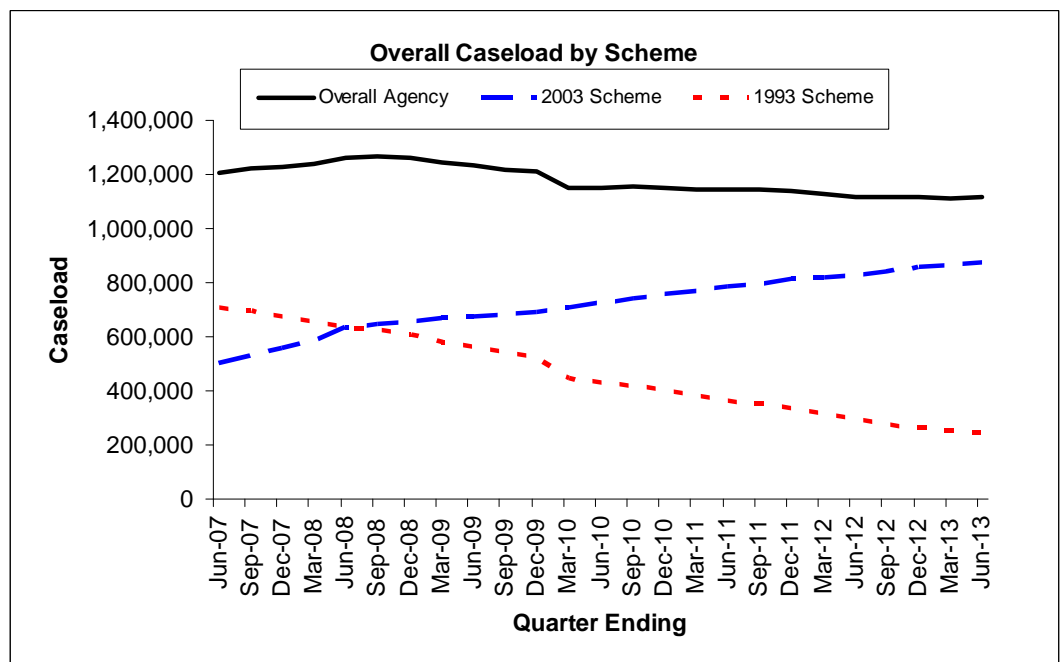
DWP assumed responsibility for the CSA from the Child Maintenance and Enforcement Commission on the 1 August 2012, following an announcement on 14 October 2010 that the Commission would become an executive agency of DWP as part of the Public Bodies Reform. The Commission had responsibility for the CSA between the 1 November 2008 and the 31 July 2012, prior to that DWP had responsibility for the CSA.

The figures presented include cases managed off system.

On the 10 December 2012 a new Child Maintenance Scheme was launched. A pathfinder approach has been taken to the launch of the scheme. All new applications with two or more children relating to the same Non Resident Parent and Parent with Care are being accepted onto the 2012 scheme. The CSA QSS excludes cases on the 2012 scheme.

### Main Findings

- At the end of June 2013, the CSA live and assessed caseload stood at 1.12 million.



- In the quarter ending June 2013, 81.4% of all cases in which maintenance was due had either received maintenance via the CSA collection service, or had a maintenance direct arrangement in place.
- In the quarter to June 2013, maintenance had been collected or arranged by the CSA via the statutory maintenance service on behalf of 933,100 children.
- In the quarter to June 2013, the CSA collected or arranged £315.7m in child maintenance (regular and arrears), of which £27.6m was arrears.



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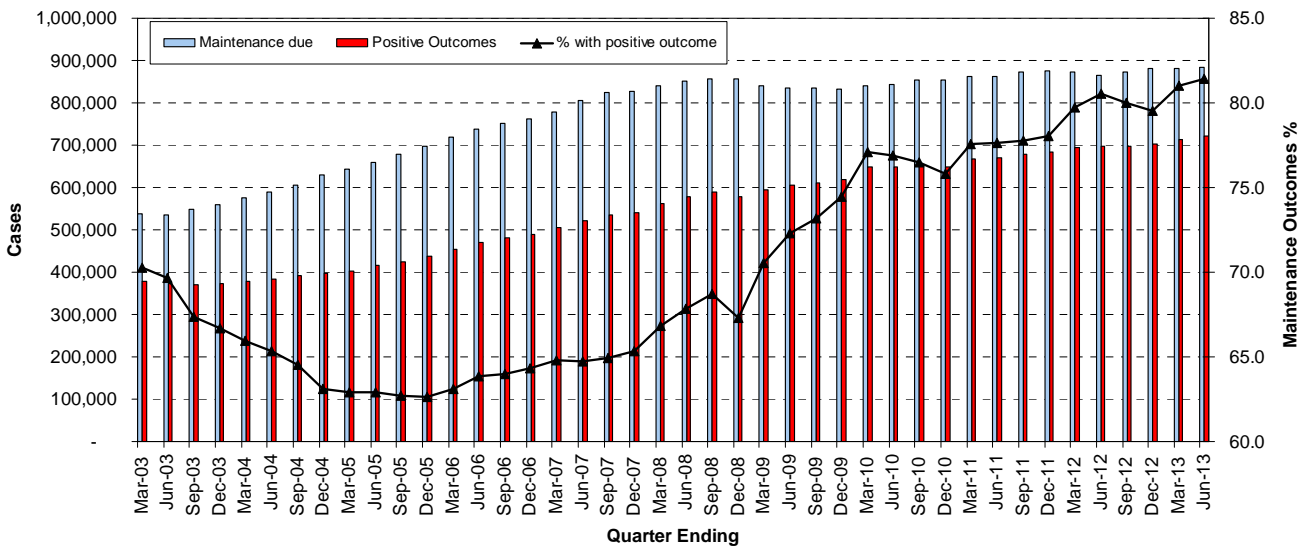
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**Next Publication:**  
October/ November 2013

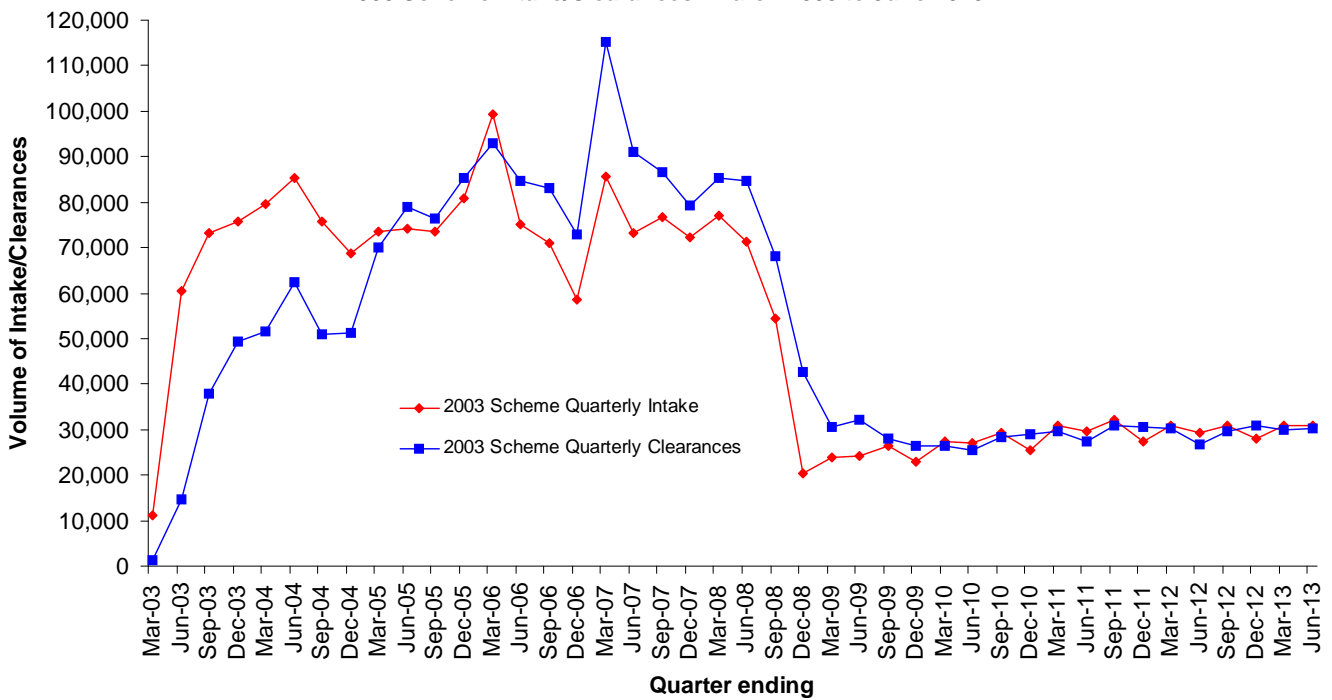
- In the year to June 2013, the CSA collected or arranged £1,237.8m in child maintenance (regular and arrears), of which £112.1m was arrears.

**Cases Benefiting from Maintenance**



- 87.4% of intake received in March 2013 was cleared within 12 weeks. 94.7% of intake received in January 2013 was cleared within 18 weeks.
- Uncleared work has increased by 400 to 14,100. This represents an increase of 2.9% since March 2013.

**2003 Scheme Intake/Clearances - March 2003 to June 2013**



- Outstanding child maintenance arrears have increased from £3.856bn in March 2013 to £3.867bn in June 2013<sup>1</sup>.
- At the end of June 2013, the average maintenance calculation was £24.20 per week (including zero calculations).
- In June 2013, 85.8% of the telephone calls received were answered within 60 seconds.
- In June 2013, there were 7,300 full time equivalent people working to support the Child Maintenance system.

Latest statistical data available from <https://www.gov.uk/government/publications/child-support-agency-quarterly-summary-statistics>

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<sup>1</sup>Figures for 10/11 and 11/12 have yet to be audited and finalised. Following publication of the 2008/09 and 2009/10 Client Fund Accounts, outstanding arrears figures have been adjusted. See accounts publications for further detail on changes:

<http://webarchive.nationalarchives.gov.uk/20120104120950/http://www.childmaintenance.org/en/pdf/CMEC-Client-Funds-Account-09-10.pdf> Adjustments have also been made from 2010/11 onwards which are yet to be agreed with National Audit Office.

- **Notes to Editors**

The Department for Work and Pensions (DWP) is responsible for the child maintenance system in Great Britain. It funds information and support for separating parents and runs the statutory child maintenance schemes, currently operated through the Child Support Agency (CSA).

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This publication, produced in conjunction with DWP Information, Governance and Security Directorate, contains the most up-to-date tables and breakdowns on the CSA's 1993 and 2003 statutory child maintenance schemes. It does not include information on the 2012 statutory scheme which was launched with a pathfinder approach on 10 December 2012.

The data covers the periods when DWP had responsibility for the CSA, and when the Commission had responsibility. The data also covers the period both before and after the removal of the compulsion on parents with care who are claiming income based benefits to use the CSA to collect or arrange maintenance payments. The change, which came into force on 27th October 2008, affects CSA clients who can now choose to make private maintenance arrangements with the non resident parent.

After this date, some parents with care have opted to end their child support claim with CSA. This can be seen as a fall in overall caseload after October 2008.

## **Current and Future Changes**

### **Changes in this QSS**

During final quality assurance checks, a potential issue was identified with arrears distribution figures. While this issue is being investigated, Table 9: Arrears Distribution will remain as of March 2013. The 'Arrears Owed' columns within the 'Child Support Agency quarterly summary of statistics regional tables June 2013' will be removed. Once investigations are complete and any potential issues resolved we will re-issue these statistics.

### **Upcoming Changes**

#### **New Methodology**

On the 15th May 2013 a consultation was launched seeking views on changes to existing tables and proposed new tables, which would incorporate new methodologies and data sources.

A copy of the consultation document can be found here:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/207393/csa\\_qss\\_consultation\\_2013.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/207393/csa_qss_consultation_2013.pdf)

It has been decided that QSS will remain in its current format until further work is completed to provide assurances on the quality of the new information, and to develop some of the additional information requested as part of the consultation. Details of the additional information and publication plans will be published in the consultation response which will be released shortly after the QSS.

We intend to release the QSS based on updated methodologies once we are satisfied with the quality of the new information and user feedback has been incorporated where possible.

#### **2012 scheme**

The 2012 Scheme was successfully introduced on the 10 December 2012. This scheme delivers two critical changes; material changes to the policy and regulations which simplify the approach to child maintenance calculations and a new IT system to administer the 2012 Scheme that seeks to improve our ability to deliver good service.

We have introduced the 2012 Scheme in a way that works best for clients and avoids the mistakes of 2003. We are currently only accepting new applications onto the 2012 Scheme where two or more qualifying children are named in the application, and at least two of the children relate to the same alleged non-resident parent.

Once the Scheme is working well we will subsequently open it up to all new applications when we are confident that the system is running well.

It is expected that over the next few years the 2012 Scheme will replace the current statutory schemes and the systems on which they are administered.

Performance relating to the 2012 Scheme is not included in this publication.