



Department
for Work &
Pensions

Experimental Statistics on 2012 Scheme administered by the Child Maintenance Service

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Introduction

This publication contains information on cases being processed on the 2012 statutory child maintenance scheme, delivered by the Child Maintenance Service (CMS).

The data covers the months of August 2013 to May 2014, covering the period when the pathfinder 2012 scheme was open to new applicants with at least two qualifying children with the same two parents named in the application (from 29 July 2013) and the opening of the new scheme to all new applications on 25 November 2013. Prior to August the caseload was restricted, with the low volumes of cases handled not being representative of the overall child maintenance caseload.

These statistics are still in the early stages of development and assurance. Some of the statistics are currently collated manually by accessing core systems while the development of automated system based reports continues. The statistics have therefore been classified as experimental and may be revised in future editions.

Further information on 2012 statutory scheme publications can be found at the following link:

<https://www.gov.uk/government/publications/publication-strategy-for-the-2012-scheme-administered-by-the-child-maintenance-service>

Background

The Government is reforming the child maintenance system so that it provides support to enable parents to work together after separation, not only on child maintenance arrangements, but on the whole range of issues faced following separation. Incentives are being introduced to encourage parents to think twice about whether they could set up a family-based child maintenance arrangement without automatically turning to the statutory child maintenance scheme.

For those parents who are not able to make their own family-based arrangement, the 2012 statutory maintenance scheme will be available.

The 2012 child maintenance scheme was introduced on 10 December 2012 using a pathfinder approach. On 10 December the scheme was opened to new applicants with at least four qualifying children with the same two parents named in the application. On 29 July 2013 the 2012 scheme opened to new applicants with at least two qualifying children with the same two parents named in the application. On 25 November 2013, the scheme opened up to all new applicants.

The 1993 and 2003 statutory schemes continue to be delivered by the Child Support Agency (CSA). Once the 2012 scheme is seen to be working well, cases on the 1993 and 2003 schemes will start to close. This process is expected to take around three years.

Comparisons should not be made to previous schemes because of the different objectives of the 2012 scheme and the relatively high proportion of cases in the course of making their first payment.

Methodology

Data Sources

From August 13 to March 14 Intake and Caseload information for the 2012 statutory scheme was produced through interrogation of the Siebel case management system. Moving forward from April 14, this information is taken from an automated report.

Compliance and Service Type information is sourced from an automated report.

Telephony data is collated on an automated telephony system which routes callers to the correct caseworker. This system has a built in management information capability which produces detailed reports including calls received, calls answered and speed to answer for all calls.

Accuracy information is produced by sampling cases on the 2012 statutory scheme at relevant stages of the process. The sample is derived by manually accessing the core system.

Complaints information for the 2012 statutory scheme is collated clerically.

Definitions

Intake: This shows the number of new applications received to the 2012 statutory scheme.

Caseload: This shows the number of cases which are being managed on the 2012 statutory scheme.

Case Group: A case group consists of all of the cases associated to a Paying Parent.

Compliance: This shows the proportion of case groups who are contributing towards their current liability.

Service Type: This shows the proportion of case groups paying via the Calculation & Collection Service and the proportion paying via Direct Pay.

Direct Pay: A case is classed as 'Direct Pay' when the maintenance calculation has been derived by the CMS (after assessment of the case) and the non-resident parent pays child maintenance directly to the parent with care. These cases are assumed to be fully meeting their current liability (since clients can come back to the CMS if there is a default on their payment or to request a revised calculation).

Calculation and Collection: A case is classed as 'Calculation and Collection' when the maintenance calculation has been derived by the CMS (after assessment of the case) and the non-resident parent pays child maintenance to the CMS. The CMS then sends this money to the parent with care.

Telephony: This shows the percentage volume of calls answered and how many of those have been answered within 30 seconds.

Accuracy: This shows the performance on accuracy to within £1 or 2% of the correct calculation.

Complaints: This shows the number of complaints received on the 2012 scheme.

Results

The data covers the months of August 2013 to May 2014, covering the period when the pathfinder 2012 scheme was open to new applicants with at least two qualifying children with the same two parents named in the application (from 29 July 2014) and the opening of the new scheme to all new applications on 25 November 2013. The first three months of data presented are therefore not representative of the full caseload.

Intake and Caseload

- The Intake to the 2012 scheme in May 2014 was 9,700, compared to 10,200 in February 2014.
- At the end of May 2014 the Caseload stood at 59,700, which is an increase of 63% from February 2014, in line with our expectations at this early stage.

Table 1: Intake and Caseload

Month	Number of New Applications received (In Month) ¹	Total Caseload
Aug-13 ²	3,400	4,500
Sep-13 ²	4,000	7,600
Oct-13 ²	3,800	10,500
Nov-13 ²	4,500	14,000
Dec-13	6,400	19,300
Jan-14	11,600	28,900
Feb-14	10,200	36,700
Mar-14	10,500	45,000
Apr-14	9,500	52,000
May-14	9,700	59,700

¹ Information sourced from Contingency MI

² Data is not representative of the full caseload.

Compliance

Compliance is derived by dividing the number of case groups due to pay against the number of cases groups that have paid. This includes cases paying both via the Calculation and Collection and also Direct Pay. For those cases paying via Direct Pay we assume full compliance as clients can come back to the CMS if there is a default on their payment or to request a revised calculation.

- In May 2014 77% of Case Groups were contributing towards their current liability, an increase of 11 percentage points on February 2014.
- The positive trend can be attributed to the growth in the number of established cases on the Scheme, along with the close monitoring of the implementation and continuous operational improvements, in-line with this stage of the new Scheme.

Comparisons should not be made to previous schemes because of the different objectives of the 2012 scheme and the relatively high proportion of cases in the course of making their first payment.

Table 2: Proportion of Case Groups Contributing Towards Current Liability

Month	Case Groups Contributing towards Current Liability (%)
Dec-13	60
Jan-14	63
Feb-14	66
Mar-14	71
Apr-14	74
May-14	77

¹ Information sourced from Contingency MI

Service Type

The information below is based on the chosen method of payment of those who are due to pay maintenance.

- In May 2014 39% of Case Groups that were due to pay their liability used Direct Pay compared with 37% in February 2014.

Table 3: Service Type

Month	Case Groups due to pay via CMS Calculation and Collection Service (%)	Case Groups paying via Direct Pay (%)
Dec-13	70	30
Jan-14	66	34
Feb-14	63	37
Mar-14	61	39
Apr-14	61	39
May-14	61	39

¹ Information sourced from Contingency MI

Telephony

- In May 2014 98% of calls were answered, with 93% being answered in 30 seconds.

Table 4: Telephony

Month	Percentage of Calls Answered (In Month) ¹	Percentage of Calls Answered in 30 Seconds (In Month) ¹
Aug-13 ²	98	96
Sep-13 ²	97	94
Oct-13 ²	99	97
Nov-13 ²	97	93
Dec-13	96	86
Jan-14	91	75 ³
Feb-14	98	92
Mar-14	98	94
Apr-14	98	93
May-14	98	93

¹ Telephony Data sourced from OpMIS 2 system

² Data is not representative of the full caseload

³ Performance dropped against calls answered in 30 seconds in January 2014 due to an issue with calls routing incorrectly. Action was taken to redress the issue which has resulted in performance standards improving.

Accuracy

- In May 2014 Accuracy stood at 94% which is a slight decrease on February 2014 when it stood at 95%.

Table 5: Accuracy

Month	Accuracy £1/2% - last assessment (In month) ^{1,3}
Aug-13 ²	98
Sep-13 ²	97
Oct-13 ²	93
Nov-13 ²	94
Dec-13	92
Jan-14	97
Feb-14	95
Mar-14	93
Apr-14	93
May-14	94

¹ Accuracy Data sourced from a small system

² Data is not representative of the full caseload

³ Accuracy figures are derived by checking a sample of cases on which new assessments have been carried out to ensure that the calculation was accurate.

Complaints

- There were 110 complaints received in May 2014.
- The number of complaints received to date represents less than 1% of the overall caseload.

Table 6: Complaints

Month	Number of complaints received (In Month) ¹	Total complaints received (Scheme to Date) ¹
Aug-13 ²	5	10
Sep-13 ²	5	15
Oct-13 ²	25	40
Nov-13 ²	30	70
Dec-13	25	95
Jan-14	55	155
Feb-14	70	220
Mar-14	105	325
Apr-14	100	425
May-14	110	535

¹ Complaints Data sourced clerically. Data has been rounded to the nearest 5.

² Data is not representative of the full caseload

Contacts

Contact points for further information:

Press enquiries should be directed to the Department for Work and Pensions press office:

Media Enquiries: 0203 267 5129

Out of hours: 0203 267 5144

Other enquiries about these statistics should be directed to:

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Other National Statistics publications, and general information about the official statistics system of the UK, are available from www.statistics.gov.uk