



# **Child Support Agency Quarterly Summary of Statistics for Great Britain**

## **September 2014**

# Contents

<b>Contents</b> .....	<b>2</b>
<b>Introduction</b> .....	<b>5</b>
<i>Uses and Users</i> .....	5
<i>Other useful information</i> .....	6
<i>Help Us Improve Our Publication</i> .....	6
<b>Overview</b> .....	<b>7</b>
<b>Terminology</b> .....	<b>8</b>
<b>Executive Summary</b> .....	<b>9</b>
<i>Graph 1: Caseload</i> .....	9
<b>Summary of Key Measures</b> .....	<b>11</b>
<b>Closures</b> .....	<b>12</b>
<b>Caseload</b> .....	<b>12</b>
<i>Graph 2: Caseload</i> .....	13
<i>Table 1: Caseload by Scheme</i> .....	14
<b>Clerical Case Database</b> .....	<b>15</b>
<i>Table 2: Clerical Case Database</i> .....	16
<b>Caseload Status</b> .....	<b>17</b>
<i>Graph 3: Cases with a Current Liability</i> .....	17
<b>Live Caseload by Weekly Liability Value – September 2014</b> .....	<b>18</b>
<i>Table 3: Caseload by Weekly Liability Value</i> .....	18
<b>Live Caseload by Number of Qualifying Children – September 2014</b> .....	<b>19</b>
<i>Table 4: Caseload by Number of Qualifying Children</i> .....	19
<b>Children Benefiting from Maintenance</b> .....	<b>20</b>
<i>Table 5: Children Benefiting from Maintenance</i> .....	20
<b>Cases Contributing towards Current Liability</b> .....	<b>22</b>
<i>Graph 4: Cases Contributing Towards Current Liability</i> .....	22
<b>Percentage of Liability Paid in Quarter</b> .....	<b>23</b>
<i>Graph 5: Percentage of Liability paid in quarter</i> .....	23
<b>Maintenance Direct Cases</b> .....	<b>24</b>
<i>Table 6: Maintenance Direct Cases</i> .....	24
<b>Liability and Credits</b> .....	<b>25</b>
<i>Table 7: Liability and Credits</i> .....	25
<b>Collections verses Liability</b> .....	<b>27</b>
<i>Table 8: Collections verses Liability</i> .....	27
<b>Maintenance Collected and Arranged</b> .....	<b>29</b>

<i>Graph 6: Maintenance Collected and Arranged</i> .....	29
<i>Table 9: Maintenance Collected and Arranged: Quarterly Measure</i> .....	31
<b>Cases Contributing Towards Arrears</b> .....	<b>33</b>
<i>Table 10: Cases Contributing Towards Arrears</i> .....	33
<b>Outstanding Maintenance Arrears</b> .....	<b>35</b>
<i>Graph 7: Outstanding Maintenance Arrears</i> .....	35
<i>Table 11: Outstanding Maintenance Arrears</i> .....	36
<b>Outstanding Arrears by Weekly Liability</b> .....	<b>37</b>
<i>Table 12: Number of Cases with Outstanding Arrears by Weekly Liability</i> .....	37
<i>Table 13: Amount of Arrears owed by Weekly Liability – June 2014</i> .....	38
<b>Outstanding Arrears by Date of Last Payment</b> .....	<b>39</b>
<i>Table 14: Outstanding Arrears by Date of Last Payment</i> .....	39
<b>Arrears Distribution</b> .....	<b>40</b>
<i>Table 15: Arrears Distribution</i> .....	40
<b>Arrears Segmentation</b> .....	<b>41</b>
<i>Graph 8: Arrears Segmentation –September 2014</i> .....	41
<i>Table 16: Arrears Segmentation</i> .....	42
<b>Enforcement</b> .....	<b>43</b>
<i>Table 17: Enforcement</i> .....	44
<b>Appeals</b> .....	<b>46</b>
<i>Table 18: Appeals</i> .....	46
<b>Complaints</b> .....	<b>47</b>
<i>Table 19: Complaints</i> .....	47
<b>Telephony Performance</b> .....	<b>48</b>
<i>Graph 9: Telephony Performance</i> .....	48
<b>General Notes</b> .....	<b>49</b>
<i>Table Conventions</i> .....	49
<i>Data</i> .....	49
<i>A National Statistics Publication</i> .....	50
<i>2012 Scheme</i> .....	50
<i>Changes in this QSS</i> .....	51
<i>Changes to future publications</i> .....	51
<i>Appeals Process</i> .....	51
<i>Upcoming Releases</i> .....	51
<i>Help Us Improve Our Publication</i> .....	51
<b>Annex A</b> .....	<b>52</b>
<i>Table 20: Initial Clearance Types</i> .....	52

<i>Table 21: Reasons for Case Closure Following Calculation .....</i>	<i>54</i>
<i>Table 22: Caseload Status .....</i>	<i>56</i>
<i>Table 23: 2003 Scheme Caseload Status .....</i>	<i>58</i>
<i>Table 24: 1993 Scheme Caseload Status .....</i>	<i>60</i>
<i>Table 25: Cases Contributing towards Current Liability .....</i>	<i>62</i>
<i>Table 26: Percentage of Liability Paid in Quarter .....</i>	<i>64</i>
<b>Annex B – Historical Tables.....</b>	<b>66</b>
<b>Intake, Clearances and Uncleared work .....</b>	<b>66</b>
<i>Graph 10: 2003 Scheme Intake/Clearances .....</i>	<i>66</i>
<i>Table 27: Intake/Clearances and Uncleared work .....</i>	<i>67</i>
<b>Time to Clear Applications.....</b>	<b>69</b>
<i>Graph 11: Time to Clear Applications .....</i>	<i>69</i>
<i>Table 28: Time to Clear Applications .....</i>	<i>70</i>
<b>Old Methodologies .....</b>	<b>72</b>
<i>Table 29: Quarterly Caseload by Scheme: Live and Assessed Cases .....</i>	<i>72</i>
<i>Table 30: Cases/Children Benefiting from Maintenance .....</i>	<i>74</i>
<i>Graph 12: Outstanding Maintenance Arrears.....</i>	<i>76</i>
<b>Further Information .....</b>	<b>77</b>

## 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 three statutory child maintenance schemes, which calculate how much maintenance should be paid and assist with collection arrangements.

Child Support Agency	1993 Scheme	The first of the statutory schemes was introduced in 1993 and is operated by the Child Support Agency (CSA).	
	2003 Scheme	The 1993 Scheme was replaced in 2003 by a new scheme which is also operated by the CSA, to simplify and improve the process.	It was originally planned that all cases would transfer from the 1993 to the 2003 Schemes although due to technical issues a number remain handled under 1993 Scheme rules
Child Maintenance Service	2012 Scheme	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 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.

This publication contains the most up-to-date tables and breakdowns on the **1993 and 2003 schemes operated through the Child Support Agency (CSA) only**. The publication does not cover statistics on the 2012 Scheme operated by the Child Maintenance Service which are [published separately](#), in line with our [strategy for publication](#) of 2012 Scheme information because of the differing intents of the two services.

The aim of the publication is to give an overview of the child maintenance activity operated by the Child Support Agency.

### Uses and Users

The Child Support Agency Quarterly Summary of Statistics is used by a wide range of stakeholders both internally and externally, for example by charitable organisations, to:

- Review and monitor performance against key areas including the number of children benefiting from maintenance, total value of money collected and arranged and the number of cases contributing towards liability
- Understand the split of cases and performance across the 1993 and 2003 statutory child maintenance schemes
- Provide a full view of child maintenance activity from application to enforcement for cases administered by the Child Support Agency.

Click for further information [Uses and users of the Child Support Agency Quarterly Summary of Statistics](#)

### **Other useful information**

- For a summarised version of the key statistics covered please read the [Child Support Agency Quarterly Summary Statistics first release](#).
- Previous versions of the Summary of Statistics can be found on the [DWP pages of the Gov.uk](#) website.
- [Experimental Statistics on the 2012 Scheme](#) covering the period of August 2013 – August 2014 were published on 30 September 2014.

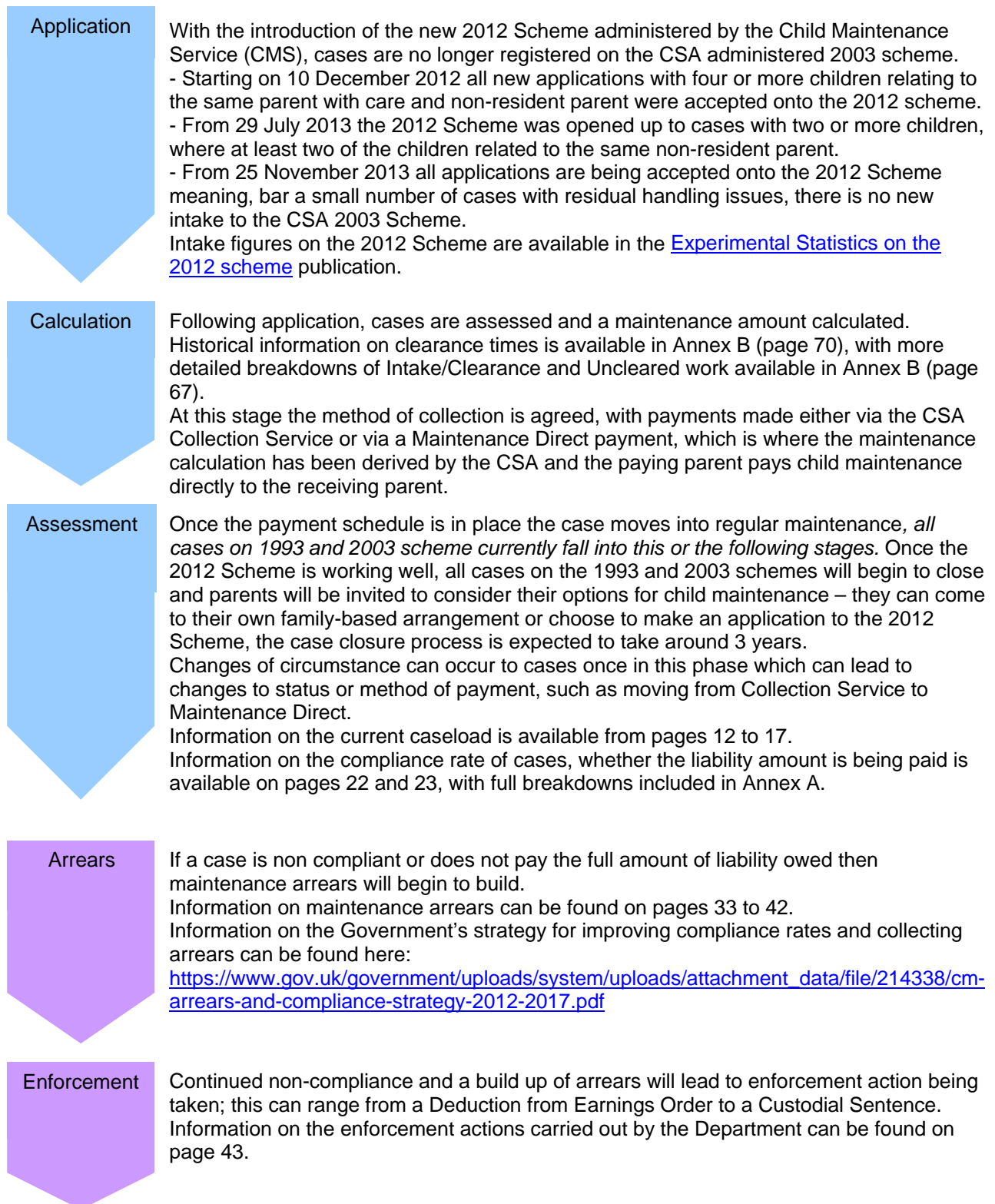
### **Help Us Improve Our Publication**

We are constantly aiming to improve this release and its associated commentary. We would welcome any feedback you might have.

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## Overview

The diagram below provides an overview of the child maintenance system currently operated by the Child Support Agency.



The impact of the introduction of the 2012 Scheme is explained in the Executive Summary.

# Terminology

## **Total Caseload**

The total number of cases on the CSA 2003 and 1993 Schemes.

## **Live Caseload**

The total caseload minus cases with no current or ongoing liability, no arrears and no payments are being made.

## **Current Liability**

A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance).

## **No Current Liability**

A case is classed as having 'No Current Liability' if it is open and currently has a nil liability but has at least one child of qualifying age, and therefore could have a positive liability in the future.

## **No Ongoing Liability**

A case is classed as having 'No Ongoing Liability' if there is no longer a child maintenance interest on the case i.e. the case has been cancelled/withdrawn, or there are no longer any children of a qualifying age remaining on the case.

## **Paying Towards Liability**

A case is classed as paying towards their liability if a payment has been received in the previous quarter, or the case is classed as Maintenance Direct at the end of the quarter.

## **Paying Towards Arrears**

To be classed as paying towards arrears a case must have made payments in the previous quarter that were above the liability due in that quarter.

## **Collection Service**

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

## **Maintenance Direct**

A case is classed as 'Maintenance Direct' when the maintenance calculation has been derived by the CSA (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 CSA if there is a default on their payment or to request a revised calculation).

This option allows the non resident parent to make agreed child maintenance direct to parent with care instead of formal collection through the CSA. Around £417.0m (33.8%) of maintenance received in the year to September 2014 is currently paid this way.

A full list of definitions can be found in the [Child Support Agency \(CSA\) Quarterly Summary of Statistics \(QSS\) Metadata](#)

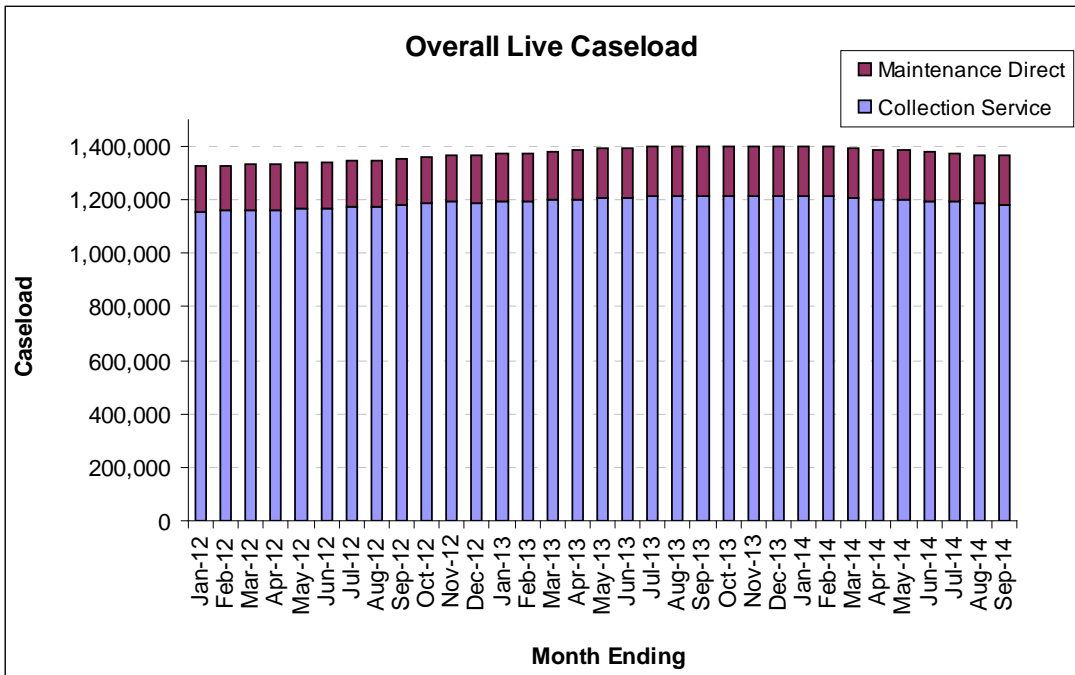


# Executive Summary

From 25 November 2013, all new applications for child maintenance are made to the 2012 Scheme (see Introduction for further details). Proactive [Case Closure](#) of 1993 and 2003 Scheme cases began on 30 June 2014, primarily notifying nil assessed cases that their child maintenance arrangement will be ending. This is in line with the Government’s aim to have all statutory scheme clients assessed under one scheme using one IT system by the end of December 2017. Consequently, the 1993 and 2003 Scheme caseloads will steadily reduce as no new intake is received and cases close.

The volume of cases within the 1993/2003 Scheme live caseload continues on a downward trend, decreasing a further 14,000 in the quarter to September 2014. Despite the ongoing decrease in cases with a current liability, in collections and in children benefiting, which are in line with the reduction in caseload, the percentage of cases contributing towards their current liability has continued to improve and currently stands at 86.5%.

**Graph 1: Caseload**



Intake figures on the 2012 scheme are available in the [Experimental Statistics on the 2012 scheme](#) publication, covering the period between August 2013 and August 2014.

## Service Levels

There is no evidence of an impact on service levels for the 1993/2003 Schemes as a result of the introduction of the 2012 Scheme. The reduction in the number of complaints and telephone calls has continued in the quarter to September 2014, which is as a result of ongoing operational improvement activity.

Complaints received as a percentage of the live caseload was 0.2% in the quarter to September 2014. **99.3%** of complaints received in September 2014 were resolved or had a resolution plan in place within 15 days, which is slightly lower than the position in September 2013.

When compared to a year earlier, there has been a reduction in the number of telephone calls received and the average time taken to answer calls in the 6 months to September 2014. The number of telephone calls received in this period has reduced by approximately 35%, while the average time taken to answer calls has more than halved.

There has been a slight decrease in the rolling 12 month accuracy measures in the quarter to September 2014; the department continues to monitor and take ongoing performance improvement action to address this. The percentage of new assessments that were accurate to within £1 or 2% of the maintenance calculation dropped to 94.0%<sup>1</sup>, a reduction of 2.3 percentage points when compared September 2013.

The cash value accuracy measure also decreased, dropping to 97.3% from 98.4% a year earlier. The cash value accuracy is calculated on the total cash value of errors against the total cash value of correct calculations; expressed as a percentage. This measure considers whether the maintenance calculation is correct to the nearest penny and the effective date has been applied from the correct date.

On average, it took **8.0** weeks to clear appeals through the first stage of the appeals process and **4.1** days to revise maintenance calculations following a decision from The Tribunal Service. This is consistent with the previous year's performance.

In the quarter to September 2014, 7,800 full time equivalent staff were employed to support the Child Maintenance system, across the Child Support Agency and the Child Maintenance Service.

### Notes:

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

## Summary of Key Measures

The table below reflects the performance of cases managed on the core systems and cases managed off system.

Key Measures					
	March 2012	March 2013	March 2014	September 2014	14/15 Indicator
<b>% of cases making a contribution towards current liability in the quarter<sup>(1,2)</sup></b>	84.0%	83.7%	85.6%	86.5%	<b>83.0%</b>
<b>Number of Cases Contributing towards Current Liability<sup>(1,2)</sup></b>	619,300	646,400	631,900	595,300	.
<b>Number of Cases with a Current Liability<sup>(1,2)</sup></b>	737,000	772,600	738,500	688,300	.
<b>Percentage of Cases paying Full Liability (90% or more)<sup>(1,3)</sup></b>	61.1%	59.4%	64.0%	64.4%	<b>60.0%</b>
<b>Number of Children Benefiting at quarter end<sup>(1,2)</sup></b>	871,100	905,400	871,800	816,500	<b>776,000</b>
<b>Maintenance Collected and arranged<sup>(1,2,4)</sup> (12 month rolling figure)</b>	£1186.5m <sup>5</sup>	£1,229.9m	£1,270.5m	£1,235.1m	<b>£1,055m</b>
<b>Outstanding Arrears<sup>(1)</sup></b>	£3,822.6m	£3,814.6m	£3,857.6m	£3,851.0m	.

Notes:

- 1) Measures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) Maintenance Direct is where, following a maintenance calculation by CSA, the non resident parent pays child maintenance directly to the parent with care. Cases which are recorded as Maintenance Direct, approximately 13% of the live caseload, are assumed to be fully meeting their current liability since clients can come back to the CSA if there is a default on their payment or to request a new calculation.
- 3) Following internal analysis of child maintenance systems and external consultation it was agreed to move to report cases paying full liability as those cases paying 90% of their liability, as it provides a more accurate and meaningful measure. Maintenance direct cases are not included in the full liability columns as it is assumed money is flowing between parents.
- 4) Maintenance Collected and Arranged is sourced from internal management information, so may differ from those reported in CSA's Annual Report and Accounts.
- 5) March 2012 Maintenance Collected and Arranged figure is based on old methodologies. The latest [QSS based on old methodologies](#) was published containing data up to September 2013.
- 6) Throughput data has now been removed from the Key Measures table. This is due to the 2003 Scheme receiving no new applications so the measure does not accurately reflect performance. Details on the [2012 scheme](#) intake are available for the period between August 2013 and August 2014.

## Closures

*This shows the total number of 2003 Scheme cases that are closed or cancelled/withdrawn within the quarter. For example, family reconciliation or the child reaches an age where they no longer qualify for maintenance.*

The number of 2003 Scheme case closures has remained moderately stable over the past few years. The number of applications not eligible or no longer valid and those not pursued by the applicant had been on the decline since September 2013, but there has been increases in the latest quarter.

- The number of 2003 Scheme case closures increased from 13,000 in the quarter to June 2014 to **15,000** in the quarter to September 2014. In the quarter to September 2014, **4,700** applications were not pursued by the applicant and in **7,700** cases the application was not eligible or no longer valid.

This covers closures both prior to and following a calculation. A more detailed breakdown of closures **following** calculation is included in Annex A, table 21 on page 54.

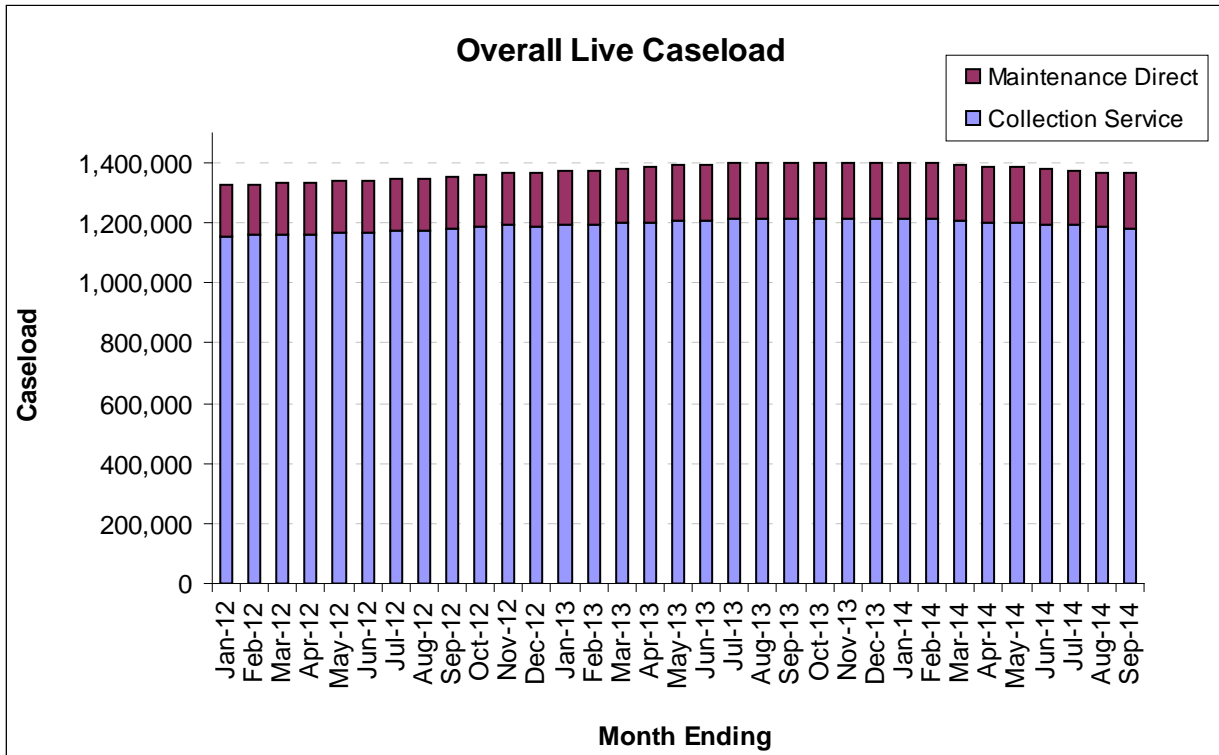
## Caseload

*This shows the number of cases currently being handled by the Agency and the division of these between the 1993 and 2003 Scheme.*

Prior to December 2013, the overall live caseload had been on an upward trend since January 2012, with both the Collection Service and Maintenance Direct caseloads following the same pattern. The decrease in the live caseload following this date has been expected due to the fact that new cases aren't being processed on the 2003 Scheme, after to the introduction of the 2012 Scheme. The proportion of male to female non-resident parents is in line with previous quarters, with a male non-resident parent in 92.0%<sup>1</sup> of live cases.

- In the quarter to September 2014, there was a decrease in the live caseload of 14,000 to **1,365,700** when compared to June 2014. The Collection Service caseload saw a higher reduction than the Maintenance Direct Caseload.
- When compared to the previous quarter, both 1993 Scheme and 2003 Scheme cases have decreased from 409,900 to **404,900** and 969,500 to **960,500** respectively.

**Graph 2: Caseload**



**Notes:**

- 1) The percentage of cases where the non resident parent is male excludes cases managed off-system, which accounts for approximately 7% of the live caseload. The calculation is based on the live cases on 1993 and 2003 schemes, excluding cases managed off system.

**Table 1: Caseload by Scheme**

Quarter Ending:	Live caseload <sup>(1,2,5)</sup>		2003 Scheme <sup>(1,2,5,6)</sup>		1993 Scheme <sup>(1,2,5,6)</sup>		Cases with No Liability and No Arrears Not Paying <sup>(7)</sup>	Total Caseload <sup>(1,2,3,4,7)</sup>
	Collection Service	Maintenance Direct <sup>(3)</sup>	Collection Service	Maintenance Direct <sup>(3)</sup>	Collection Service	Maintenance Direct <sup>(3)</sup>		
Jan-12	1,157,100	169,600	716,200	140,200	440,700	29,500	193,600	1,520,400
Feb-12	1,158,300	170,700	720,800	141,800	437,200	28,900	193,000	1,522,100
Mar-12	1,162,400	172,000	726,700	143,500	435,500	28,500	188,900	1,523,300
Apr-12	1,163,500	172,300	731,000	144,300	432,300	28,000	187,300	1,523,100
May-12	1,166,200	172,600	736,900	145,100	429,000	27,500	185,900	1,524,800
Jun-12	1,168,000	172,700	741,400	145,600	426,200	27,100	185,600	1,526,200
Jul-12	1,171,500	173,200	747,800	146,500	423,400	26,600	182,900	1,527,600
Aug-12	1,175,300	173,600	753,600	147,500	421,400	26,100	180,500	1,529,400
Sep-12	1,180,800	173,700	758,700	148,100	421,900	25,600	178,300	1,532,800
Oct-12	1,186,700	174,200	765,600	149,100	420,800	25,100	174,700	1,535,500
Nov-12	1,192,400	174,800	772,300	150,200	419,800	24,600	170,400	1,537,600
Dec-12	1,189,000	178,800	773,800	154,000	415,000	24,800	175,500	1,543,400
Jan-13	1,191,900	179,500	778,800	154,800	412,800	24,700	175,400	1,546,800
Feb-13	1,194,900	180,700	783,700	156,100	411,000	24,600	174,600	1,550,200
Mar-13	1,198,800	181,900	788,400	157,400	410,200	24,500	170,300	1,551,000
Apr-13	1,202,000	182,700	793,400	158,300	408,400	24,400	171,100	1,555,700
May-13	1,207,200	183,800	799,700	159,500	407,300	24,300	169,200	1,560,300
Jun-13	1,210,400	185,000	804,500	160,800	405,600	24,200	168,600	1,563,900
Jul-13	1,214,300	185,700	809,400	161,600	404,600	24,100	168,300	1,568,300
Aug-13	1,216,000	186,000	812,300	161,900	403,500	24,100	167,400	1,569,400
Sep-13	1,217,000	185,800	814,800	161,900	402,000	24,000	168,300	1,571,100
Oct-13	1,217,800	185,900	817,300	162,000	400,200	23,900	168,900	1,572,600
Nov-13	1,217,400	186,100	818,300	162,300	398,900	23,800	168,900	1,572,400
Dec-13	1,214,600	186,200	817,300	162,600	397,100	23,500	165,400	1,566,200
Jan-14	1,212,600	185,600	817,100	162,500	395,300	23,100	160,300	1,558,500
Feb-14	1,211,700	185,500	817,100	162,700	394,400	22,700	155,400	1,552,600
Mar-14	1,209,000	185,000	815,600	162,700	393,100	22,300	153,500	1,547,500
Apr-14	1,204,600	184,400	813,000	162,500	391,400	21,900	152,800	1,541,800
May-14	1,200,700	183,700	810,300	162,200	390,100	21,500	152,100	1,536,400
Jun-14	1,196,000	183,700	806,900	162,600	388,800	21,100	150,400	1,530,000
Jul-14	1,191,500	183,800	803,400	163,100	387,800	20,700	148,300	1,523,600
Aug-14	1,186,400	183,900	799,900	163,600	386,300	20,300	147,300	1,517,600
Sep-14	1,182,200	183,500	797,000	163,600	385,000	19,900	145,000	1,510,700

## Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system. Figures may not sum to the Caseload Status Scheme breakdowns (Tables 24 and 25) due to rounding.
- 2) Figures include 1993 Scheme cases with a full or interim maintenance assessment as well as 2003 Scheme cases with a full maintenance calculation or default maintenance decision, including cases managed off system.
- 3) Maintenance Direct is where, following a maintenance calculation by CSA, the non resident parent pays child maintenance directly to the parent with care. Cases which are recorded as Maintenance Direct, approximately 13% of the live caseload, are assumed to be fully meeting their current liability since clients can come back to the CSA if there is a default on their payment or to request a new calculation.
- 4) The total caseload covers all cases managed on the 2003 and 1993 statutory schemes.
- 5) The live caseload includes the total caseload minus cases with no current or ongoing liability, no arrears and no payments are being made.
- 6) 2003 Scheme and 1993 Scheme figures may not sum to the live caseload due to it not being possible to allocate some cases to specific schemes.
- 7) The methodology to calculate the total caseload has changed; cases that are cancelled/withdrawn, closed or no longer have a qualifying child on the case, have been removed.

## Clerical Case Database

*This shows the number of cases being managed off system.*

A number of Agency cases are being maintained on the Clerical Case Database and managed off system. These are defined as cases which, due to technical issues, cannot be processed on the core computer systems. Such technical issues arise from cases where either a calculation cannot be accurately maintained on the 2003 scheme, or where a calculation can be maintained on CS2 but problems have prevented other activities from being carried out on the system. The majority of these have been on the CS2 computer system at some point. Work has been completed to include these cases in various tables throughout this publication where possible capturing the latest status of those cases managed off system. These tables have been footnoted accordingly.

- There has been a continuous decrease in the number of cases being managed off system since March 2014, which is in line with the decreasing caseload. As at September 2014 there were **105,500** cases being managed off system.

Initially there had been a continued increase in the number of cases on the Clerical Case Database since March 2005 due to the issues surrounding the CS2 computer system. The rate of increase slowed down significantly from 2011/2012 as a result of system fixes and process improvements; however, there are issues within the system that still remain.

**Table 2: Clerical Case Database**

<b>Quarter Ending:</b>	<b>Off System cases<sup>(1,2)</sup></b>
<b>Mar-05</b>	10,500
<b>Jun-05</b>	12,600
<b>Sep-05</b>	14,000
<b>Dec-05</b>	16,100
<b>Mar-06</b>	19,000
<b>Jun-06</b>	21,100
<b>Sep-06</b>	23,200
<b>Dec-06</b>	25,100
<b>Mar-07</b>	28,900
<b>Jun-07</b>	31,800
<b>Sep-07</b>	33,000
<b>Dec-07</b>	33,000
<b>Mar-08</b>	36,900
<b>Jun-08</b>	39,300
<b>Sep-08</b>	43,400
<b>Dec-08</b>	49,000
<b>Mar-09</b>	59,600
<b>Jun-09</b>	65,400
<b>Sep-09</b>	75,200
<b>Dec-09</b>	83,100
<b>Mar-10</b>	87,600
<b>Jun-10</b>	91,700
<b>Sep-10</b>	95,800
<b>Dec-10</b>	98,400
<b>Mar-11</b>	100,200
<b>Jun-11</b>	101,300
<b>Sep-11</b>	101,800
<b>Dec-11</b>	103,000
<b>Mar-12</b>	103,900
<b>Jun-12</b>	104,600
<b>Sep-12</b>	105,400
<b>Dec-12</b>	106,000
<b>Mar-13</b>	106,700
<b>Jun-13</b>	107,000
<b>Sep-13</b>	107,300
<b>Dec-13</b>	107,400
<b>Mar-14</b>	107,200
<b>Jun-14</b>	106,500
<b>Sep-14</b>	105,500

**Notes:**

- 1) Figures include both live and suspended cases that are administered on the Agency's Clerical Case Database.
- 2) From March 2005 to December 2006 figures are sourced clerically. From March 2007 onwards the source information is provided from the Agency's internal management information.





## Live Caseload by Weekly Liability Value – September 2014

This shows the % and volume of cases split by specified weekly liability values.

The number of cases with a Nil Liability is on an upward trend; however the general split of the Live Caseload by Weekly Liability is comparable to previous quarters. The split between Collection Service and Maintenance Direct is consistent with the general split of approximately 13:2 respectively.

- The average weekly maintenance liability (including nil liability-cases that have been assessed and their assessment value is 0) stands at **£17.10<sup>6</sup>**, excluding nil liability the average is **£34.00**. **22.0%** of cases managed via the Collection Service have an assessment between £20.01 and £100 compared to **74.3%** of those which are Maintenance Direct. 75.2% of the live caseload has an assessment of £30.00 or less, or a nil liability.

**Table 3: Caseload by Weekly Liability Value**

Weekly Liability Value £ <sup>(1,5)</sup>	Collection Service <sup>(1,2)</sup>		Maintenance Direct <sup>(1,3)</sup>		Total <sup>(1,4)</sup>	
	Number of Cases	% of Live Caseload	Number of Cases	% of Live Caseload	Number of Cases	% of Live Caseload
Nil Liability	677,400	49.6%	-	-	677,400	49.6%
£5 and Under	143,100	10.5%	19,300	1.4%	162,400	11.9%
£5.01 - £10 .00	52,100	3.8%	6,000	0.4%	58,200	4.3%
£10.01 - £20.00	35,400	2.6%	13,600	1.0%	48,900	3.6%
£20.01 - £30.00	53,300	3.9%	27,100	2.0%	80,400	5.9%
£30.01 - £40.00	64,300	4.7%	32,400	2.4%	96,600	7.1%
£40.01 - £50.00	51,700	3.8%	26,500	1.9%	78,200	5.7%
£50.01 - £75.00	67,400	4.9%	36,900	2.7%	104,300	7.6%
£75.01 - £100.00	23,200	1.7%	13,500	1.0%	36,600	2.7%
£100.01 - £125.00	8,300	0.6%	4,700	0.3%	13,000	1.0%
£125.01 - £150.00	3,100	0.2%	1,800	0.1%	4,800	0.4%
£150.01 - £200.00	2,100	0.2%	1,200	0.1%	3,300	0.2%
£200.01- £250.00	600	-	300	-	900	0.1%
Over £250.01	400	-	300	-	800	0.1%
<b>Total</b>	<b>1,182,200</b>	<b>86.6%</b>	<b>183,500</b>	<b>13.4%</b>	<b>1,365,700</b>	<b>100.0%</b>

Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Figures have been rounded to the nearest 100, percentages to the nearest 0.1%.
- 2) Collection Service weekly liability has been derived by converting quarterly liability value to a weekly amount.
- 3) Maintenance Direct weekly liability has been derived by using the weekly assessment amount.
- 4) The Live Caseload is the total caseload minus cases with no current or ongoing liability, and no arrears and no payments are being made.
- 5) Weekly liability values have been set to 0 for all cases with no liability.
- 6) The average weekly maintenance liability (including nil liability) amount provides an average amount of the overall live caseload, including cases that have been assessed and their assessment value is 0.

## Live Caseload by Number of Qualifying Children – September 2014

This shows the average weekly liability by the number of qualifying children by collection method.

Compared to the latest quarters, the breakdowns of average liabilities have remained fairly consistent. There has been a gradual increase in the number of cases with zero Qualifying Children and a corresponding decrease in those cases with either one or two Qualifying Children. There has been no major change for those cases with three or more Qualifying Children.

- 96.9% of cases have 2 or less qualifying children.

**Table 4: Caseload by Number of Qualifying Children**

Number of Qualifying Children <sup>(6)</sup>	Collection Service <sup>(1,2)</sup>		Maintenance Direct <sup>(1,3)</sup>		Total <sup>(1,4)</sup>	
	Number of cases	Average weekly liability <sup>(5)</sup>	Number of cases	Average weekly liability <sup>(5)</sup>	Number of cases	Average weekly liability <sup>(5)</sup>
0 <sup>(7)</sup>	509,300	-	-	-	509,300	-
1	500,900	£20.39	128,500	£37.65	629,400	£23.92
2	139,200	£30.00	45,400	£54.00	184,600	£35.90
3	27,200	£34.30	8,200	£67.34	35,400	£41.99
4	4,700	£29.89	1,100	£62.50	5,800	£36.31
5	800	£26.52	100	£60.62	900	£31.66
6	200	£24.94	-	£60.22	200	£29.90
7	-	£33.69	-	£50.59	-	£36.86
8+	-	£28.13	-	£64.00	-	£31.12

Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Figures have been rounded to the nearest 100 and therefore may not sum to the live caseload figure on page 14 (table 1). Percentages are rounded to the nearest 0.1%.
  - c. Figures are for the 'Live Caseload' - The total caseload minus cases with no current or ongoing liability, no arrears and no payments are being made.
- 2) Collection Service weekly liability has been derived by converting quarterly liability value to a weekly amount.
- 3) Maintenance Direct weekly liability has been derived by using the weekly assessment amount.
- 4) Total average weekly liability has been derived by summing the total Collection Service weekly amount and the total Maintenance Direct weekly amount then dividing it by the total number of cases.
- 5) Weekly liability values have been set to 0 for all cases with no liability.
- 6) Qualifying Children under the age of 20 are counted in this table. The qualifying age has been set to 20 in line with Child Benefit and social security benefits so that child maintenance can carry on up to a child's 20th birthday if they're staying in full-time, 'non-advanced' education at school or college, or starting an 'approved' training course. Where the number of children is missing on off system cases, an average of 1.39 is applied. These cases will appear in this table in the 1 children category and account for 3.3% of the cases in this category.
- 7) The table includes cases where there are 0 qualifying children. This is due to cases where the child reaches 20 years old by the end of the quarter.

## Children Benefiting from Maintenance

*This shows the number of children benefiting, calculated from cases in which a payment was received or had a maintenance direct arrangement in place.*

The number of Children Benefiting has been on a downward trend since September 2013, and is now at its lowest position since January 2012. The change in trend can be attributed to the fact that all new applications now being processed on the 2012 scheme.

- The number of Children Benefiting has decreased from 846,300 in June 2014 to 816,500 in September 2014.

**Table 5: Children Benefiting from Maintenance**

Quarter Ending:	Children Benefiting From Maintenance <sup>(1)</sup>	1993 Scheme Collection Service <sup>(2)</sup>	1993 Scheme Maintenance Direct <sup>(2)</sup>	2003 Scheme Collection Service <sup>(2)</sup>	2003 Scheme Maintenance Direct <sup>(2)</sup>
Jan-12	853,100	101,600	36,300	517,300	197,800
Feb-12	859,600	99,900	35,600	523,900	200,200
Mar-12	871,100	100,600	35,000	533,000	202,500
Apr-12	873,800	99,200	34,400	536,900	203,300
May-12	875,200	96,900	33,700	540,100	204,500
Jun-12	872,300	93,900	33,200	540,200	205,000
Jul-12	871,000	91,100	32,500	541,200	206,200
Aug-12	871,500	88,800	31,800	543,400	207,500
Sep-12	869,900	89,400	31,100	541,400	208,000
Oct-12	868,900	87,500	30,300	541,800	209,200
Nov-12	871,000	86,400	29,700	544,100	210,700
Dec-12	887,300	89,400	30,100	552,000	215,800
Jan-13	888,700	87,400	29,900	554,200	217,100
Feb-13	893,600	85,900	29,800	558,900	219,000
Mar-13	905,400	85,900	29,700	568,900	220,900
Apr-13	908,400	84,300	29,600	572,400	222,100
May-13	915,100	83,900	29,400	577,700	224,000
Jun-13	916,100	82,300	29,300	578,600	225,900
Jul-13	919,800	81,700	29,200	581,800	227,100
Aug-13	919,500	80,200	29,100	582,500	227,700
Sep-13	908,200	78,100	29,000	573,700	227,300
Oct-13	900,200	75,900	28,900	568,100	227,300
Nov-13	894,300	74,000	28,800	564,000	227,500
Dec-13	887,200	71,200	28,400	559,800	227,800
Jan-14	877,500	68,200	27,800	554,200	227,200
Feb-14	871,300	67,500	27,300	549,200	227,200
Mar-14	871,800	66,800	26,700	551,400	226,900
Apr-14	864,600	65,400	26,200	546,500	226,400
May-14	857,000	63,800	25,700	541,600	225,800
Jun-14	846,300	62,000	25,200	533,100	226,100
Jul-14	840,700	61,700	24,700	527,800	226,500
Aug-14	831,100	60,000	24,200	520,000	227,000
Sep-14	816,500	57,400	23,600	508,800	226,700

Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. 'Children benefiting' includes all children of a qualifying age on cases that have paid in the previous quarter. This includes all children on Maintenance Direct cases.
  - c. Before December 2012 children under the age of 19 are counted as a qualifying child, after this date the qualifying age was increased to 20. Qualifying children are counted as receiving maintenance or with a maintenance direct agreement in place if the relevant case has received a payment via the collection service in the last three months or has a maintenance direct agreement in place. An average of 1.39 children per case has been used for positive outcome cases progressed off system, where the number of children is not available. This is based on checking a sample of off system case papers, and is used in approximately 16% of paying off system cases with a current liability.
  - d. Cases are classed as having maintenance due if an ongoing liability to pay maintenance exists or arrears of maintenance have been requested.
- 2) There are approximately 300 cases where the scheme in which the case is held cannot be identified, therefore scheme breakdowns may not sum to overall Agency figures.

## Cases Contributing towards Current Liability

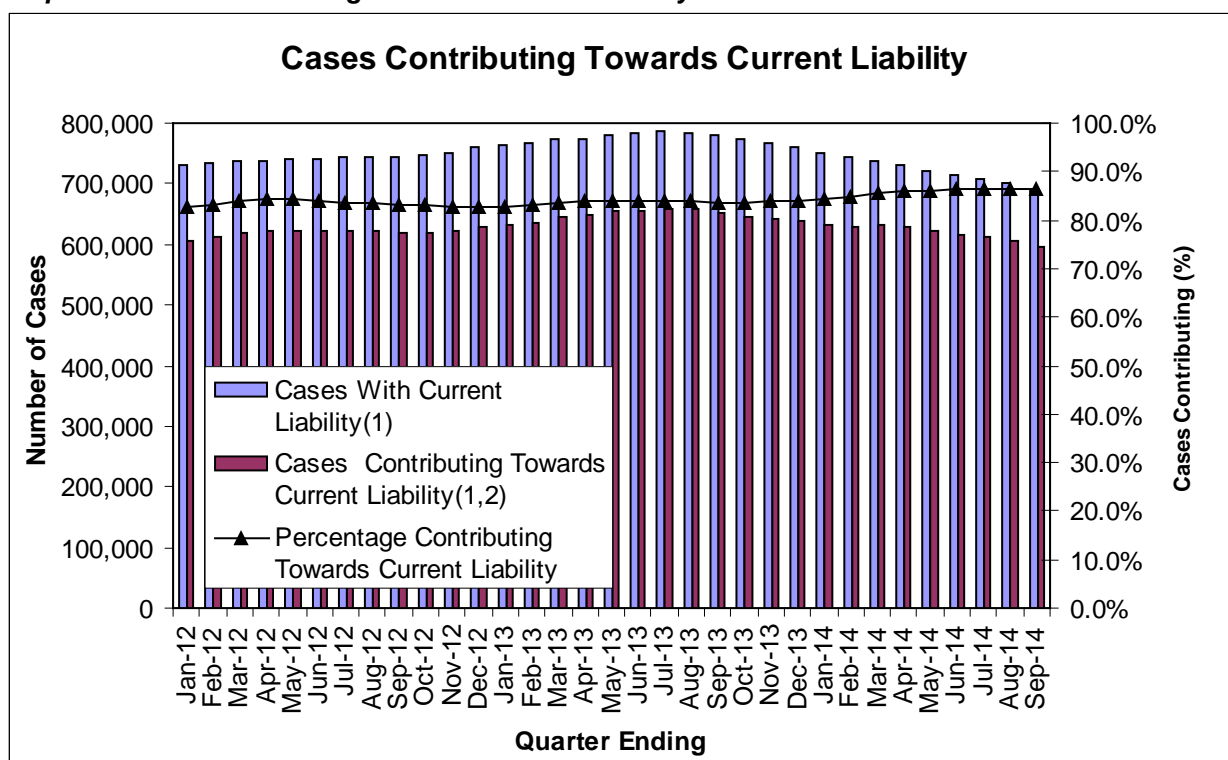
This shows the number of cases contributing towards current liability.

Both the number of cases with a current liability and the number of cases with a contribution towards current liability have been on a downward trend since July 2013. Despite this, the percentage of cases contributing towards a current liability has increased each quarter from September 2013. The percentage of cases contributing towards a current liability currently stands at its highest position of 86.5%.

- In the quarter to September 2014 **595,300** (or 86.5%) cases were paying towards their maintenance out of **688,300** cases with a child maintenance liability.

The accompanying table can be found in Annex A on page 62 (Table 25).

**Graph 4: Cases Contributing Towards Current Liability**



**Notes:**

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance). This includes cases due to pay via Maintenance Direct.
- 3) A case is classed as paying towards their liability if a payment has been received in the previous quarter, or the case is classed as Maintenance Direct at the end of the quarter.
- 4) Maintenance direct cases are excluded in the full liability as it is assumed that money is flowing between parents.
- 5) 'Full Liability' satisfied within quarter includes those cases who have paid 90% or more of the accrued liability via the collection service within the quarter. Maintenance direct cases are not included in this category.

## Percentage of Liability Paid in Quarter

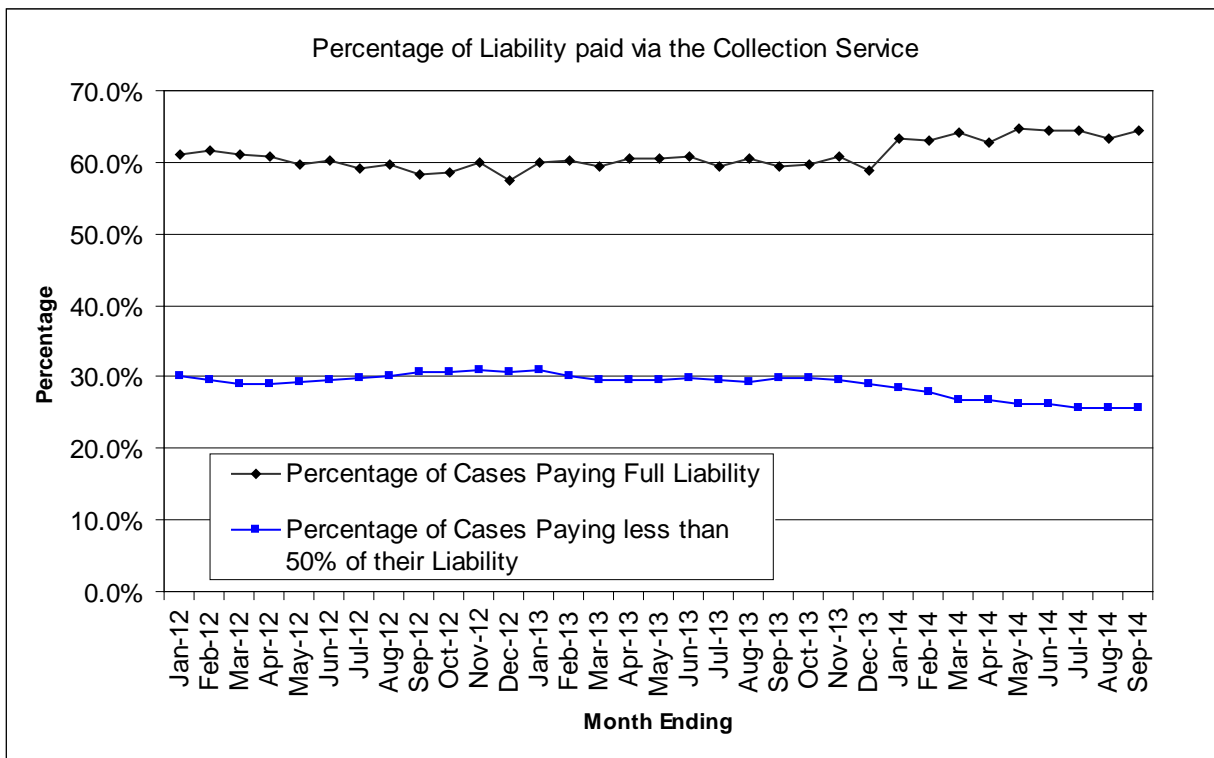
This shows the percentage of liability being paid each quarter, for cases due to pay via the collection service.

The percentage of cases paying their full liability has remained moderately steady since January 2012, with the latest quarter standing close to its highest position. The number of cases with a 0% contribution towards their liability has generally decreased from September 2013, as has those paying less than 50%.

- 64.4% of cases due to pay via the collection service paid their full liability in the quarter to September 2014, which is a slight decrease from 64.5% in June 2014.
- The number of cases paying less than 50% of their liability via the Collection Service has decreased from 26.2% in June 2014 to 25.5% in the quarter to September 2014.

For a full breakdown of the Percentage of Liability paid in Quarter please see Annex A, table 26 page 64.

**Graph 5: Percentage of Liability paid in quarter**



Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Figures exclude Maintenance Direct Cases, as receipts are not held on the CSA computer systems to show how much money is flowing between parents. This is to show a more realistic performance overview of the collection service.
- 2) Percentages are based on the amount of money received in each quarter compared to the accrued liability in each quarter.
- 3) 'Full Liability' satisfied within quarter includes those cases who have paid 90% or more of the accrued liability via the collection service within the quarter. Maintenance direct cases are not included in this category.

## Maintenance Direct Cases

*This table shows the number of cases transferring to and from Maintenance Direct each quarter.*

Overall the number of cases joining Maintenance Direct has followed a downward trend while the number of cases leaving Maintenance Direct has remained fairly consistent throughout.

On average, there are approximately 50% more cases transferring from the Collection Service to Maintenance Direct than those transferring from Maintenance Direct to the Collection Service.

- In the latest quarters there has been an increase in the proportion of cases moving from the Collection Service to Maintenance Direct compared to cases moving from Maintenance Direct to the Collection Service. There is ongoing work being carried out to promote Maintenance Direct to clients who are in routine contact with us.
- In the quarter to September 2014, 2,000 cases transferred from Maintenance Direct to the Collection Service, while 5,500 cases transferred from the Collection Service to Maintenance Direct.

**Table 6: Maintenance Direct Cases**

Quarter Ending:	Cases Joining Maintenance Direct		Cases Leaving Maintenance Direct	
	Transferring from Collection Service	Other	Transferring to Collection Service	Other
Apr-12	5,200	4,400	3,000	4,000
May-12	4,800	4,400	3,200	4,100
Jun-12	3,800	3,900	3,100	4,000
Jul-12	3,700	4,300	3,100	4,000
Aug-12	3,600	4,300	3,000	3,900
Sep-12	3,700	4,500	3,100	4,200
Oct-12	3,900	4,600	3,300	4,200
Nov-12	4,000	4,700	3,300	4,200
Dec-12	4,100	6,600	3,000	2,600
Jan-13	4,100	6,500	2,900	2,300
Feb-13	4,200	6,400	2,900	1,800
Mar-13	4,400	4,600	3,200	2,700
Apr-13	4,400	4,500	3,100	2,600
May-13	4,300	4,700	3,200	2,600
Jun-13	4,100	4,800	3,300	2,600
Jul-13	4,100	4,800	3,300	2,500
Aug-13	4,000	4,000	3,400	2,400
Sep-13	3,900	3,100	3,500	2,700
Oct-13	4,100	2,400	3,400	2,900
Nov-13	4,100	2,100	3,200	3,000
Dec-13	4,200	2,000	2,900	2,900
Jan-14	4,100	1,800	2,700	3,500
Feb-14	4,300	1,600	2,600	4,000
Mar-14	4,600	1,400	2,800	4,400
Apr-14	4,400	1,000	2,400	4,200
May-14	4,200	700	2,300	4,300
Jun-14	4,400	600	2,100	4,200
Jul-14	5,000	600	2,100	4,200
Aug-14	5,500	600	1,900	4,000
Sep-14	5,500	500	2,000	4,200

Notes:

1) The 'Other' category includes cases with no liability or the status prior to joining/leaving Maintenance Direct is unknown.



## Liability and Credits

*This shows the total amount of money due and of this how much was received or adjusted. The closing balance is the difference between the two at the end of the period.*

The percentage of Credits to Liabilities at the end of each quarter has followed a fluctuating pattern, with values differing between the quarters by 4 percentage points at most.

- The difference between the liability accrued and the total credits in the quarter to September 2014 stands at **£18.3m**. This is a decrease compared to the previous quarter where the difference stood at **£21.3m**, but remains £1.5m higher than the January 2012 position.

**Table 7: Liability and Credits**

Quarter ending:	Liability Accrued in the Quarter (£m) <sup>(1,2,3)</sup>	Total Credits in the Quarter (£m) <sup>(1,2,4)</sup>	Total Liabilities as % of Total Credits in the Quarter <sup>(1)</sup>	Difference (£m) at the end of the Quarter <sup>(1)</sup>
Jan-12	£219.8	£203.0	92.4%	£16.8
Feb-12	£214.3	£202.2	94.4%	£12.0
Mar-12	£219.4	£205.5	93.7%	£13.9
Apr-12	£221.0	£204.1	92.4%	£16.9
May-12	£229.6	£208.7	90.9%	£20.9
Jun-12	£227.6	£204.9	90.0%	£22.7
Jul-12	£231.8	£209.1	90.2%	£22.7
Aug-12	£230.8	£207.6	89.9%	£23.3
Sep-12	£233.0	£208.4	89.4%	£24.6
Oct-12	£230.9	£210.3	91.1%	£20.6
Nov-12	£228.5	£209.5	91.7%	£19.0
Dec-12	£227.4	£206.5	90.8%	£20.8
Jan-13	£227.4	£208.2	91.6%	£19.2
Feb-13	£224.1	£206.0	91.9%	£18.2
Mar-13	£227.7	£208.5	91.6%	£19.2
Apr-13	£229.3	£209.8	91.5%	£19.5
May-13	£238.0	£214.8	90.2%	£23.3
Jun-13	£238.8	£213.7	89.5%	£25.1
Jul-13	£243.8	£216.3	88.7%	£27.5
Aug-13	£241.5	£214.6	88.9%	£26.9
Sep-13	£244.4	£218.4	89.4%	£26.0
Oct-13	£241.9	£215.7	89.2%	£26.2
Nov-13	£237.3	£212.7	89.7%	£24.5
Dec-13	£235.6	£209.1	88.8%	£26.5
Jan-14	£229.1	£209.3	91.4%	£19.8
Feb-14	£225.7	£207.8	92.1%	£17.9
Mar-14	£223.6	£207.8	92.9%	£15.8
Apr-14	£223.2	£201.5	90.0%	£21.7
May-14	£224.8	£204.7	91.0%	£20.2
Jun-14	£222.4	£201.1	90.0%	£21.3
Jul-14	£222.9	£205.1	92.0%	£17.8
Aug-14	£221.0	£200.2	91.0%	£20.8
Sep-14	£218.5	£200.2	92.0%	£18.3

Notes:

1)

- Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.

b. Figures exclude Maintenance Direct cases.

- 2) The Liabilities and Credits are the quarterly amount of money charged including any technical adjustments e.g. voluntary payments where payment of child maintenance has been received by the parent with care before the non resident parent has been notified of the maintenance calculation.
- 3) Total Liabilities are the quarterly amount of money charged excluding any technical adjustments.
- 4) Total credits are the quarterly amounts of money paid, including technical adjustments, via the collection service.
- 5) The methodology change to calculate the total caseload has had a slight impact on liability accrued and credits due to a small number of cases still having liabilities or collections which are obsolete. This has been implemented back to January 2012.

## Collections verses Liability

This shows the amount of liability accrued and the amount collected within the quarter via the Collection Service.

The percentage of Liability collected in the quarter has gradually been increasing since January 2012, with the latest figure at its highest position.

- 75.0% of money due to be paid in the quarter to September 2014 had been paid. This is a slight increase from the percentage paid in the quarter to June 2014.

**Table 8: Collections verses Liability**

Quarter ending:	Liability Accrued in the Quarter (£m) <sup>(1,2)</sup>	Regular Maintenance Collected in the Quarter (£m) <sup>(1,3)</sup>	% of Liability Collected in the Quarter <sup>(1)</sup>
Jan-12	£219.8	£156.0	71.0%
Feb-12	£214.3	£153.4	71.6%
Mar-12	£219.4	£157.9	72.0%
Apr-12	£221.0	£159.0	72.0%
May-12	£229.6	£164.9	71.8%
Jun-12	£227.6	£163.7	71.9%
Jul-12	£231.8	£166.2	71.7%
Aug-12	£230.8	£165.6	71.7%
Sep-12	£233.0	£166.2	71.3%
Oct-12	£230.9	£165.4	71.6%
Nov-12	£228.5	£164.4	72.0%
Dec-12	£227.4	£161.4	71.0%
Jan-13	£227.4	£163.2	71.8%
Feb-13	£224.1	£161.5	72.1%
Mar-13	£227.7	£163.7	71.9%
Apr-13	£229.3	£166.9	72.8%
May-13	£238.0	£173.4	72.8%
Jun-13	£238.8	£174.3	73.0%
Jul-13	£243.8	£176.6	72.4%
Aug-13	£241.5	£175.4	72.6%
Sep-13	£244.4	£177.4	72.6%
Oct-13	£241.9	£175.8	72.7%
Nov-13	£237.3	£172.8	72.8%
Dec-13	£235.6	£169.6	72.0%
Jan-14	£229.1	£168.6	73.6%
Feb-14	£225.7	£166.8	73.9%
Mar-14	£223.6	£166.7	74.5%
Apr-14	£223.2	£164.9	73.9%
May-14	£224.8	£168.0	74.7%
Jun-14	£222.4	£166.1	74.7%
Jul-14	£222.9	£167.2	75.0%
Aug-14	£221.0	£164.8	74.6%
Sep-14	£218.5	£163.8	75.0%

Notes:

1)

- a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Contributions towards arrears are not included within this table.
  - c. Maintenance Direct cases are not included within this table. A Maintenance Direct case would not accrue liability on the CSA computer Systems, due to money being paid directly between parents.
- 2) Total Liabilities is the amount of money charged as regular maintenance (excluding any technical adjustments).
  - 3) Regular maintenance collected is the amount of money paid via the collection service excluding technical adjustments.
  - 4) The methodology change to calculate the total caseload has had a slight impact on the liability accrued and regular maintenance collected due to a small number of cases having liabilities or collections which are obsolete. This has been implemented back to January 2012.

## Maintenance Collected and Arranged

This shows the total amount of maintenance collected by the Agency and the estimated value of Maintenance Direct arrangements.

The total amount Collected and Arranged on a 12 month basis to September had previously increased each year, however the latest year has shown a reduction. Regular maintenance has followed the same pattern, while yearly Maintenance Direct arrangements have increased throughout. The amount of contributions towards arrears generally decreases, with a one off increase in the year ending September 2013 which is due to a change in methodology.

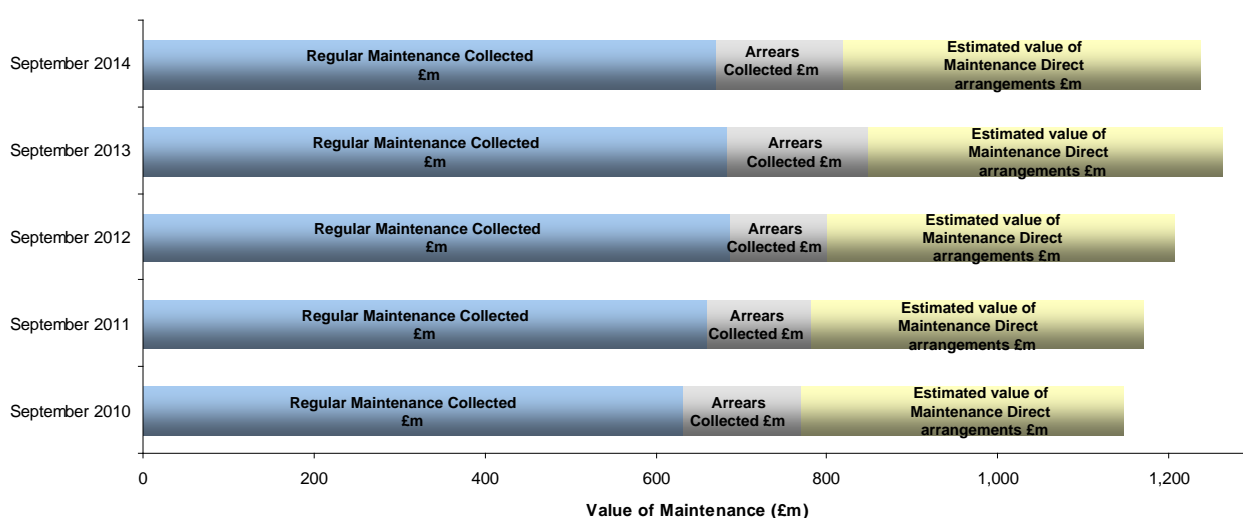
- As at September 2014, the Overall Maintenance Collected and Arranged and the amount of arrears collected on a rolling 12 month basis both fell to **£1235.1m** and **£147.9m** respectively. This is compared to a June 2014 figure of £1,256.0m, of which £151.7m was arrears and a September 2013 figure of £1,263.3m, of which £164.6m was arrears. The decrease in child maintenance collected or arranged is due to the reduction in caseload as a result of all applications going onto the 2012 Scheme.
- In the quarter to September 2014, **£303.3m** was collected and arranged, of which **£35.7m** was contribution towards arrears. When compared to June 2014, the amount collected or arranged have decreased by £1.3m and the amount of arrears collected have increased by £1.6m.

Headline collection figures are:

- Rolling 12 Months:** **£1,235.1m** of which **£147.9m** was arrears
- Rolling Quarter:** **£303.3m** of which **£35.7m** was arrears

### Graph 6: Maintenance Collected and Arranged

Total Amount Collected and Arranged - Rolling 12 Months to September 14



Notes:

- Quarterly amounts of maintenance collected will not sum to the financial year figures published in the Annual Accounts as they do not include end of year adjustments.
- Figures reported after January 2012 are calculated on a New Measures basis, including cases managed off system.

- b. March 2012 Maintenance Collected and Arranged figure is based on old methodologies. The latest [QSS based on old methodologies](#) was published containing data up to September 2013.
- 3) Figures include 1993 Scheme cases held on the CSCS computer system. CSCS data included in this graph prior to January 2012 is based on a 5% sample. After this date, a 100% CSCS data source has been used.
  - 4) Maintenance "Arranged" rather than "Collected" relates to Maintenance Direct cases. Maintenance Direct is where, following a maintenance calculation by CSA, the non resident parent pays child maintenance directly to the Parent with care. The assessment on the case is used to derive the amount arranged. These cases are assumed to be fully meeting their current liability since clients can come back to the CSA if there is a default on their payment or to request a new calculation.
  - 5) The Child Support Agency's operational priority since 2006 has been to collect money for children who will benefit from regular ongoing maintenance payments today. Historic arrears (where, for example the children has grown up) are treated with less priority, however they remain outstanding, will not be written off and we will seek to collect them wherever possible. This chapter analyses the outstanding arrears balance, and then explains how we intend to tackle it. For further information, please see the [Child Maintenance Arrears Strategy](#).

**Table 9: Maintenance Collected and Arranged: Quarterly Measure**

Quarter Ending	Maintenance Collected £m <sup>(1,4)</sup>	Of which, contribution towards arrears £m <sup>(3,4)</sup>	Estimated value of Maintenance Direct arrangements in place £m <sup>(2,4)</sup>	Total amount collected / arranged £m <sup>(4)</sup>
Jun-03	146.2	15.6	55.8	202.0
Sep-03	145.3	16.0	54.5	199.8
Dec-03	142.0	15.8	53.7	195.7
Mar-04	146.7	16.4	52.8	199.5
Jun-04	144.4	16.7	52.6	197.0
Sep-04	144.0	16.8	52.7	196.7
Dec-04	143.5	17.2	53.3	196.8
Mar-05	152.8	17.5	54.9	207.7
Jun-05	148.7	19.4	56.9	205.6
Sep-05	146.5	20.5	59.0	205.5
Dec-05	149.2	20.3	61.2	210.4
Mar-06	150.3	20.6	63.8	214.1
Jun-06	150.6	21.5	67.0	217.5
Sep-06	153.9	21.1	70.6	224.5
Dec-06	150.6	22.8	72.7	223.4
Mar-07	159.0	25.1	73.8	232.8
Jun-07	158.6	27.6	76.9	235.5
Sep-07	169.5	30.4	80.4	249.9
Dec-07	174.0	32.6	82.9	256.8
Mar-08	182.2	35.8	85.4	267.7
Jun-08	187.6	38.8	89.0	276.6
Sep-08	197.9	41.7	90.9	288.8
Dec-08	190.1	39.4	91.9	282.0
Mar-09	191.5	38.3	92.8	284.3
Jun-09	186.8	38.0	94.3	281.1
Sep-09	189.3	36.3	94.5	283.7
Dec-09	191.5	37.3	94.4	285.9
Mar-10	196.2	35.8	94.1	290.3
Jun-10	188.9	32.3	94.6	283.5
Sep-10	191.6	31.6	95.3	286.8
Dec-10	190.2	30.0	95.3	285.5
Mar-11	198.2	31.2	96.1	294.3
Jun-11	195.6	30.2	97.4	293.0
Sep-11	197.7	30.6	98.2	295.9
Dec-11	197.6	29.0	99.3	296.9
Mar-12	205.5	46.2	97.6	303.1
Jun-12	204.9	39.8	98.0	302.9
Sep-12	208.4	40.7	98.6	307.0
Dec-12	206.5	43.7	101.6	308.1
Mar-13	208.5	43.3	103.4	311.9
Jun-13	213.7	38.1	105.4	319.1
Sep-13	218.4	39.5	105.7	324.2
Dec-13	209.1	38.2	105.7	314.8
Mar-14	207.7	39.9	104.6	312.4
Jun-14	201.0	34.1	103.6	304.6
Sep-14	200.2	35.7	103.1	303.3

Notes:

1)

- a. The amount of maintenance collected is that collected via the CSA Collection Service and therefore includes cases managed off system.
- b. Quarterly amounts of maintenance collected will not sum to the financial year figures published in the Annual Accounts as they do not include end of year adjustments.

2)

- a. The value of Maintenance Direct arrangements in place shows the value of the assessments that the Agency has made i.e. the recommended amount to be paid to the parent/person with care by the non-resident parent. This value is an

estimate because it is not possible to calculate, for every day of the year, the value of Maintenance Direct arrangements in place at that point in time. However, it is possible to calculate the value of weekly Maintenance Direct arrangements in place at the end of each month and derive a full monthly estimate from that.

- b. The estimated value of Maintenance Direct arrangements includes Maintenance Direct cases processed off system from April 2008.
- 3)
- a. Arrears collected figures include arrears of maintenance that have been linked to an arrears collection schedule. Investigations show that a proportion of arrears of maintenance collected have been incorrectly linked to a regular collection schedule and therefore classified as regular maintenance in the above table. Work is underway to correctly classify arrears collections in future publications.
  - b. In addition, collections on all cases managed off system are presumed to be regular collections rather than collections of arrears resulting in the potential under counting of arrears.
  - c. The issue raised in note 3a & 4c has been rectified from January 2012 due to a change in methodology and source data.
- 4)
- a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Figures include 1993 Scheme cases held on the CSCS computer system. CSCS data included in this table for arrears collected and for maintenance direct arrangements in place is based on a 5% sample up to March 2012. After this date, a 100% CSCS data source has been used.
  - c. From January 2012 the source of this data has changed to allow for consistency throughout the publication. For further details please see [Information on Child Maintenance Administrative Data Sources](#).
- 5) The methodology change to calculate the total caseload has had a slight impact on the regular maintenance collected due to a small number of cases still having liabilities or collections which are obsolete. This has been implemented back to January 2012.



## Cases Contributing Towards Arrears

This shows the number of cases with an arrears liability the start of the current quarter, and the number and percentage of those cases that made a contribution towards the arrears within the period.

The number of cases with an arrears liability has gradually increased since January 2012 but has been on a downward trend since March 2014. The number of cases paying towards arrears has varied each month; however the percentage of cases paying towards arrears has remained fairly steady in comparison.

- There were 234,600 cases paying towards arrears as September 2014, which is a decrease on the June 2014 figure of 250,500.

**Table 10: Cases Contributing Towards Arrears**

Quarter Ending:	Overall Agency Cases - in which:				
	Number of Cases with an Arrears Liability <sup>(1,2)</sup>	Paying Towards Arrears <sup>(1,4,5)</sup>	Amount of Arrears Paid (£m) <sup>(1,5)</sup>	% Paying Towards Arrears <sup>(1,5)</sup>	Closing Balance (£m) <sup>(1,3)</sup>
Jan-12	1,185,400	284,500	£45.7	24.0%	£3,838
Feb-12	1,191,100	299,500	£47.5	25.1%	£3,839
Mar-12	1,190,900	275,700	£46.2	23.2%	£3,823
Apr-12	1,196,100	278,400	£43.7	23.3%	£3,827
May-12	1,197,900	250,400	£42.2	20.9%	£3,823
Jun-12	1,195,200	270,600	£39.8	22.6%	£3,825
Jul-12	1,206,600	247,300	£41.4	20.5%	£3,827
Aug-12	1,207,500	260,400	£40.5	21.6%	£3,829
Sep-12	1,205,500	243,400	£40.7	20.2%	£3,834
Oct-12	1,214,300	256,800	£43.3	21.1%	£3,843
Nov-12	1,217,900	273,100	£43.5	22.4%	£3,847
Dec-12	1,222,200	261,900	£43.7	21.4%	£3,800
Jan-13	1,230,900	280,300	£43.6	22.8%	£3,803
Feb-13	1,230,800	284,900	£43.0	23.1%	£3,809
Mar-13	1,242,700	289,700	£43.3	23.3%	£3,815
Apr-13	1,239,900	273,600	£41.4	22.1%	£3,818
May-13	1,244,300	254,100	£40.0	20.4%	£3,823
Jun-13	1,245,300	249,100	£38.1	20.0%	£3,826
Jul-13	1,253,300	241,600	£38.3	19.3%	£3,838
Aug-13	1,256,500	287,200	£37.8	22.9%	£3,840
Sep-13	1,259,700	246,500	£39.5	19.6%	£3,847
Oct-13	1,268,100	251,800	£38.5	19.9%	£3,848
Nov-13	1,264,500	261,800	£38.4	20.7%	£3,850
Dec-13	1,271,600	244,500	£38.2	19.2%	£3,859
Jan-14	1,270,500	278,700	£39.5	21.9%	£3,858
Feb-14	1,264,800	253,800	£39.8	20.1%	£3,863
Mar-14	1,276,700	283,100	£39.9	22.2%	£3,858
Apr-14	1,268,000	259,300	£35.5	20.4%	£3,860
May-14	1,269,500	279,400	£35.8	22.0%	£3,856
Jun-14	1,267,300	250,500	£34.1	19.8%	£3,858
Jul-14	1,265,900	239,000	£37.0	18.9%	£3,852
Aug-14	1,256,900	226,900	£34.6	18.1%	£3,851
Sep-14	1,258,400	234,600	£35.7	18.6%	£3,851

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) The number of cases with an arrears liability is determined as the number of cases with arrears at the start of the current quarter.
- 3) The amount of arrears owed is the amount of arrears owed as at the end of the month.

- 4) A case is counted as paying towards arrears if they had an outstanding arrears balance at the end of the previous quarter and no liability to pay regular maintenance over current the quarter but money is being received via the collection service or, if the full regular liability has been satisfied in the quarter and additional payments have been received. Only payments over the existing liability amounts are counted towards the amount of arrears being paid. Therefore these figures will differ to that on page 36 (table 10) which looks at the number of cases with arrears at the end of the current quarter.
- 5) Maintenance direct cases are included within this table. These cases and associated money are only classed as contributing towards arrears if money is received via the collection service.

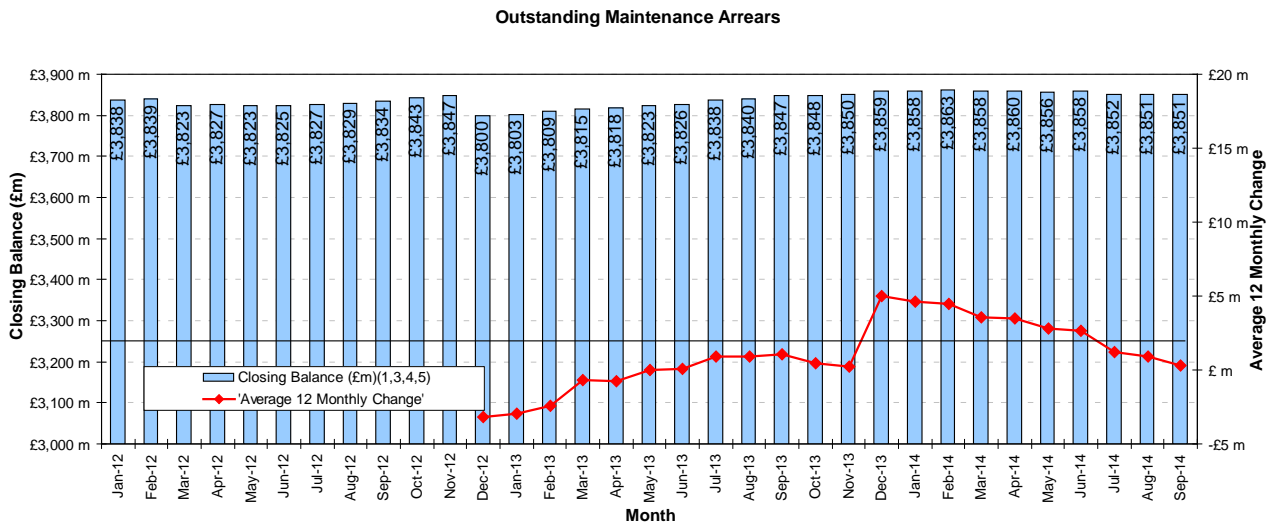
# Outstanding Maintenance Arrears

This shows the live caseload and those cases which have been cancelled/withdrawn or closed where the non resident parent has arrears, the annual outstanding maintenance arrears position from January 2012, split out by system.

The value of Outstanding Maintenance Arrears saw a dip in December 2012 due to methodological changes, but has since increased.

- Outstanding Child Maintenance Arrears have reduced to **£3,851 million** in September 2014 when compared to June 2014, but remains higher than the position a year earlier.
- The number of cases with arrears at the end of the quarter has continued the decrease from December 2013, and now stands at 1,244,400 in September 2014.
- A graph of Outstanding Maintenance Arrears sourced from the Agency’s General Ledger is included in Annex B to provide further historical data.

**Graph 7: Outstanding Maintenance Arrears**



**Table 11: Outstanding Maintenance Arrears**

This shows the number of cases with outstanding arrears at the end of the quarter.

Quarter ending:	1993 Scheme <sup>(1,5)</sup>		2003 Scheme <sup>(1,2,5)</sup>		Closing Balance (£m) <sup>(1,3,4,5)</sup>	Total Cases with Arrears <sup>(1,2,5)</sup>
	Amount of Arrears (£m) <sup>(3,4)</sup>	Cases with arrears <sup>(2)</sup>	Amount of Arrears (£m) <sup>(3,4)</sup>	Cases with arrears <sup>(2)</sup>		
Jan-12	£2,587	420,100	£1,249	776,400	£3,838	1,196,800
Feb-12	£2,575	417,000	£1,261	781,400	£3,839	1,198,600
Mar-12	£2,550	413,500	£1,271	782,100	£3,823	1,195,900
Apr-12	£2,537	412,600	£1,288	794,300	£3,827	1,207,200
May-12	£2,520	409,100	£1,301	798,900	£3,823	1,208,200
Jun-12	£2,512	406,800	£1,311	799,000	£3,825	1,206,100
Jul-12	£2,498	405,500	£1,327	809,300	£3,827	1,215,100
Aug-12	£2,490	404,900	£1,337	813,600	£3,829	1,218,800
Sep-12	£2,483	402,500	£1,350	820,200	£3,834	1,222,900
Oct-12	£2,476	401,100	£1,365	830,000	£3,843	1,231,400
Nov-12	£2,469	400,000	£1,377	831,000	£3,847	1,231,300
Dec-12	£2,405	396,300	£1,392	846,600	£3,800	1,243,200
Jan-13	£2,397	393,900	£1,404	846,200	£3,803	1,240,400
Feb-13	£2,391	393,100	£1,417	851,300	£3,809	1,244,700
Mar-13	£2,385	391,400	£1,428	854,000	£3,815	1,245,600
Apr-13	£2,375	390,700	£1,441	862,700	£3,818	1,253,600
May-13	£2,367	389,800	£1,454	866,900	£3,823	1,256,900
Jun-13	£2,359	387,900	£1,465	871,800	£3,826	1,259,900
Jul-13	£2,356	387,100	£1,481	881,000	£3,838	1,268,400
Aug-13	£2,352	385,900	£1,486	878,600	£3,840	1,264,800
Sep-13	£2,348	386,000	£1,497	885,700	£3,847	1,271,900
Oct-13	£2,341	384,200	£1,505	886,400	£3,848	1,270,800
Nov-13	£2,337	382,900	£1,511	881,800	£3,850	1,265,000
Dec-13	£2,334	382,900	£1,524	893,800	£3,859	1,277,000
Jan-14	£2,329	381,900	£1,527	886,200	£3,858	1,268,300
Feb-14	£2,325	381,100	£1,536	888,300	£3,863	1,269,700
Mar-14	£2,318	378,900	£1,538	888,100	£3,858	1,267,300
Apr-14	£2,313	377,700	£1,546	888,100	£3,860	1,266,000
May-14	£2,308	376,000	£1,547	880,700	£3,856	1,257,000
Jun-14	£2,303	376,000	£1,553	882,500	£3,858	1,258,700
Jul-14	£2,296	374,200	£1,555	878,800	£3,852	1,253,300
Aug-14	£2,290	372,800	£1,559	874,900	£3,851	1,247,900
Sep-14	£2,286	372,000	£1,564	872,200	£3,851	1,244,400

## Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) This table is cases with arrears at the end of the quarter and include cases that did not make a contribution towards the arrears within the quarter. Figures will therefore differ to the number of cases with an arrears liability on page 33 (table 10).
- 3) Figures show the gross arrears position at the end of each quarter sourced from the Agency's internal MI.
- 4) Due to the different sources, figures may differ slightly from CSA's Annual Report and Accounts.
- 5) There are approximately 300 cases where the scheme in which the case is held cannot be identified, therefore scheme breakdowns may not sum to overall Agency figures.

## Outstanding Arrears by Weekly Liability

This shows the number of cases with outstanding arrears at the end of the quarter split by value of arrears.

There has been a gradual increase in the percentage of total cases with arrears that have no assessment; these make up the majority of cases with arrears. The remaining breakdowns are fairly consistent with previous quarters.

- 68.5% of the total outstanding arrears are owed by Non Resident Parents who currently have either an assessment value of Nil or under £5.

**Table 12: Number of Cases with Outstanding Arrears by Weekly Liability**

Weekly Liability (£) <sup>(2)</sup>	Under £100 <sup>(1)</sup>	% of Total Cases with Arrears	£100 - £499.99 <sup>(1)</sup>	% of Total Cases with Arrears	£500 - £999.99 <sup>(1)</sup>	% of Total Cases with Arrears	£1,000 - £4,999.99 <sup>(1)</sup>	% of Total Cases with Arrears	£5,000 - £9,999.99 <sup>(1)</sup>	% of Total Cases with Arrears	£10,000 - £19,999.99 <sup>(1)</sup>	% of Total Cases with Arrears	£20,000 - £49,999.99 <sup>(1)</sup>	% of Total Cases with Arrears	£50,000 and Over <sup>(1)</sup>	% of Total Cases with Arrears	Total Cases with Arrears <sup>(1,3)</sup>	% of Total Cases with Arrears
No Assessment	107,000	8.6%	153,100	12.3%	88,300	7.1%	189,900	15.3%	62,000	5.0%	45,900	3.7%	30,600	2.5%	4,200	0.3%	681,100	54.7%
£5 and Under	35,600	2.9%	54,800	4.4%	30,600	2.5%	42,000	3.4%	6,300	0.5%	2,200	0.2%	500	-	-	-	172,100	13.8%
£5.01 - £10 .00	6,700	0.5%	3,600	0.3%	1,900	0.2%	3,700	0.3%	900	0.1%	500	-	200	-	-	-	17,500	1.4%
£10.01 - £20.00	13,400	1.1%	7,700	0.6%	4,300	0.3%	8,800	0.7%	1,800	0.1%	600	0.1%	200	-	-	-	36,900	3.0%
£20.01 - £30.00	17,400	1.4%	19,700	1.6%	6,700	0.5%	15,600	1.3%	4,200	0.3%	1,700	0.1%	300	-	-	-	65,500	5.3%
£30.01 - £40.00	17,400	1.4%	30,100	2.4%	7,800	0.6%	17,100	1.4%	4,400	0.4%	2,100	0.2%	400	-	-	-	79,300	6.4%
£40.01 - £50.00	12,600	1.0%	26,000	2.1%	6,200	0.5%	13,300	1.1%	3,700	0.3%	1,800	0.1%	500	-	-	-	64,100	5.2%
£50.01 - £75.00	12,900	1.0%	35,500	2.8%	8,500	0.7%	16,800	1.4%	5,200	0.4%	3,100	0.2%	1,300	0.1%	100	-	83,200	6.7%
£75.01 - £100.00	3,500	0.3%	11,300	0.9%	3,200	0.3%	5,600	0.4%	2,000	0.2%	1,400	0.1%	900	0.1%	100	-	27,900	2.2%
£100.01 - £125.00	500	-	3,700	0.3%	1,700	0.1%	1,800	0.1%	800	0.1%	600	-	400	-	100	-	9,700	0.8%
£125.01 - £150.00	100	-	1,000	0.1%	1,000	0.1%	700	0.1%	300	-	200	-	200	-	100	-	3,500	0.3%
£150.01 - £200.00	100	-	500	-	700	0.1%	500	-	200	-	200	-	200	-	100	-	2,400	0.2%
£200.01 - £250.00	-	-	100	-	100	-	200	-	-	-	100	-	-	-	-	-	600	0.1%
Over £250.01	-	-	100	-	100	-	200	-	-	-	100	-	100	-	-	-	600	-
<b>Total</b>	<b>227,100</b>	<b>18.2%</b>	<b>347,100</b>	<b>27.9%</b>	<b>161,000</b>	<b>12.9%</b>	<b>316,400</b>	<b>25.4%</b>	<b>91,800</b>	<b>7.4%</b>	<b>60,400</b>	<b>4.9%</b>	<b>35,700</b>	<b>2.9%</b>	<b>4,900</b>	<b>0.4%</b>	<b>1,244,400</b>	<b>100.0%</b>

Notes:

- Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - Includes all cases with a positive outstanding arrears value.
  - Maintenance Direct cases with arrears are included in this table. Maintenance Direct cases are only classed as contributing towards these arrears if a receipt is received via the collection service.
- Figures for weekly assessment are derived by converting quarterly liability value to a weekly amount.
  - Weekly assessment values have been set to 0 for all cases with no current assessment or no ongoing assessment.
  - Cases which have been recorded as maintenance direct have had the weekly assessment set to the value of the weekly assessment amount.
- This table is cases with arrears at the end of the quarter and therefore will match page 36 (table 11) but will differ to the number of cases with an arrears liability on page 33 (table 10).

Similarly, the majority of the amount of arrears owed is on cases with no assessment, i.e. cases assessed as having a nil liability or no liability at all (Arrears only cases). The Agency's Arrears Strategy is to focus on collecting money for children who will benefit from regular ongoing maintenance payments today and therefore these arrears are treated with a lower priority.

- 59.0% of cases with arrears owe less than £1,000, this makes up 5.6% of the total value of arrears owed.

**Table 13: Amount of Arrears owed by Weekly Liability – June 2014**

Weekly Liability (£) <sup>(2)</sup>	Under £100 (£000's) <sup>(1)</sup>	% of Total Amount of Arrears	£100 - £499.99 (£000's) <sup>(1)</sup>	% of Total Amount of Arrears	£500 - £999.99 (£000's) <sup>(1)</sup>	% of Total Amount of Arrears	£1,000 - £4,999.99 (£000's) <sup>(1)</sup>	% of Total Amount of Arrears	£5,000 - £9,999.99 (£000's) <sup>(1)</sup>	% of Total Amount of Arrears	£10,000 - £19,999.99 (£000's) <sup>(1)</sup>	% of Total Amount of Arrears	£20,000 - £49,999.99 (£000's) <sup>(1)</sup>	% of Total Amount of Arrears	£50,000 and Over (£000's) <sup>(1)</sup>	% of Total Amount of Arrears	Total (£000's) <sup>(1)</sup>	% of Total Amount of Arrears
No Assessment	£4,276	0.1%	£40,738	1.1%	£64,032	1.7%	£453,326	11.8%	£440,758	11.4%	£647,421	16.8%	£917,234	23.8%	£290,272	7.5%	£2,858,057	74.2%
£5 and Under	£1,377	-	£14,670	0.4%	£22,048	0.6%	£87,928	2.3%	£43,397	1.1%	£28,456	0.7%	£13,337	0.3%	£1,987	0.1%	£213,200	5.5%
£5.01 - £10.00	£208	-	£932	-	£1,386	-	£8,662	0.2%	£6,164	0.2%	£7,136	0.2%	£6,776	0.2%	£888	-	£32,152	0.8%
£10.01 - £20.00	£617	-	£1,966	0.1%	£3,106	0.1%	£20,374	0.5%	£12,331	0.3%	£8,652	0.2%	£5,037	0.1%	£657	-	£52,740	1.4%
£20.01 - £30.00	£850	-	£4,283	0.1%	£4,867	0.1%	£37,163	1.0%	£29,174	0.8%	£22,897	0.6%	£6,784	0.2%	£1,382	-	£107,400	2.8%
£30.01 - £40.00	£856	-	£6,467	0.2%	£5,641	0.1%	£40,744	1.1%	£30,545	0.8%	£27,878	0.7%	£10,148	0.3%	£854	-	£123,133	3.2%
£40.01 - £50.00	£672	-	£5,980	0.2%	£4,438	0.1%	£31,904	0.8%	£25,626	0.7%	£25,270	0.7%	£12,464	0.3%	£906	-	£107,260	2.8%
£50.01 - £75.00	£729	-	£9,078	0.2%	£6,042	0.2%	£41,228	1.1%	£36,272	0.9%	£42,425	1.1%	£36,871	1.0%	£3,137	0.1%	£175,781	4.6%
£75.01 - £100.00	£235	-	£3,459	0.1%	£2,228	0.1%	£13,669	0.4%	£14,475	0.4%	£19,947	0.5%	£25,659	0.7%	£6,925	0.2%	£86,597	2.2%
£100.01 - £125.00	£27	-	£1,088	-	£1,121	-	£4,319	0.1%	£5,699	0.1%	£8,355	0.2%	£12,590	0.3%	£10,857	0.3%	£44,056	1.1%
£125.01 - £150.00	£7	-	£253	-	£629	-	£1,574	-	£1,829	-	£3,252	0.1%	£5,977	0.2%	£6,700	0.2%	£20,219	0.5%
£150.01 - £200.00	£3	-	£134	-	£490	-	£1,148	-	£1,401	-	£2,427	0.1%	£5,679	0.1%	£7,739	0.2%	£19,022	0.5%
£200.01 - £250.00	£1	-	£36	-	£106	-	£347	-	£323	-	£707	-	£1,453	-	£2,507	0.1%	£5,481	0.1%
Over £250.01	£0	-	£28	-	£49	-	£420	-	£308	-	£713	-	£1,884	-	£2,453	0.1%	£5,856	0.2%
<b>Total</b>	<b>£9,860</b>	<b>0.3%</b>	<b>£89,110</b>	<b>2.3%</b>	<b>£116,183</b>	<b>3.0%</b>	<b>£742,806</b>	<b>19.3%</b>	<b>£648,302</b>	<b>16.8%</b>	<b>£845,537</b>	<b>22.0%</b>	<b>£1,061,894</b>	<b>27.6%</b>	<b>£337,263</b>	<b>8.8%</b>	<b>£3,850,954</b>	<b>100.0%</b>

Notes:

1)

- Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- Includes all cases with a positive outstanding arrears value.
- Maintenance Direct cases with arrears are included in this table. Maintenance Direct cases are only classed as contributing towards these arrears if a receipt is received via the collection service.

2)

- Figures for weekly assessment are derived by converting quarterly liability value to a weekly amount.
- Weekly assessment values have been set to 0 for all cases with no current assessment or no ongoing assessment.
- Cases which have been recorded as maintenance direct have had the weekly assessment set to the value of the weekly assessment amount.

## Outstanding Arrears by Date of Last Payment

This shows the number of cases that last made a payment towards arrears in each quarter.

The proportion of cases paying in the quarter to September 2014 is comparable to the latest quarters. The reduction in cases that have never paid<sup>(2)</sup> has continued.

- 17.6% of cases with arrears made a contribution in the quarter to September 2014.
- 55.8% of cases have not made a payment towards outstanding arrears since January 2012.

**Table 14: Outstanding Arrears by Date of Last Payment**

Number of Cases:	Arrears Banding <sup>(1)</sup>							£50,000 and Over	Total
	Under £100	£100 - £499.99	£500 - £999.99	£1,000 - £4,999.99	£5,000 - £9,999.99	£10,000 - £19,999.99	£20,000 - £49,999.99		
Last paid quarter to Sep14	48,500	77,000	25,500	44,900	12,300	7,200	3,200	300	218,800
Last paid quarter to Jun 14	24,000	40,400	12,100	14,700	2,700	1,200	500	-	95,700
Last paid quarter to Mar 14	15,400	23,200	8,100	11,300	2,100	1,000	400	-	61,600
Last paid quarter to Dec 13	5,300	10,700	4,700	8,000	1,400	700	300	-	31,200
Last paid quarter to Sep 13	3,700	7,400	3,800	7,400	1,500	700	300	-	24,700
Last paid quarter to Jun 13	2,900	6,100	3,400	7,000	1,500	700	300	-	22,000
Last paid quarter to Mar 13	3,800	7,900	4,600	8,500	1,700	800	300	-	27,600
Last paid quarter to Dec 12	2,500	4,600	2,800	5,700	1,400	700	300	-	18,000
Last paid quarter to Sep 12	2,100	4,100	2,600	5,300	1,400	700	300	-	16,500
Last paid quarter to Jun 12	2,100	4,100	2,800	5,600	1,400	800	300	-	17,000
Last paid quarter to Mar 12	2,200	3,900	2,600	5,300	1,500	700	300	-	16,600
Never paid <sup>(2)</sup>	114,500	157,700	88,200	192,800	62,800	45,200	29,200	4,200	694,700
<b>Total Cases</b>	<b>227,100</b>	<b>347,100</b>	<b>161,000</b>	<b>316,400</b>	<b>91,800</b>	<b>60,400</b>	<b>35,700</b>	<b>4,900</b>	<b>1,244,400</b>

Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Figures in the total column may differ to the breakdown totals due to rounding.
  - c. This table looks at the number of cases with arrears at the end of the quarter and when a payment towards arrears has been received and will therefore differ from the number of cases paying towards arrears on page 33 (table 10) which looks at the number of cases with arrears at the end of the previous quarter.
  - d. Maintenance direct cases with arrears are include within these tables, these cases are only classed as paying towards arrears if a receipt has been received via the collection service.
- 2) Data only available from January 2012, if no payments have been made after this date the case will be classed as 'Never Paid'.

## Arrears Distribution

*This shows the proportion of cases with arrears and value of arrears by size of arrears outstanding on each case.*

The arrears banding by caseload and value has remained consistent with the latest quarters.

- 59.0% of the arrears caseload owe £1,000 or less
- Arrears of over £10,000 make up 58.4% of the total value of outstanding arrears.

**Table 15: Arrears Distribution**

Arrears Band	Arrears Caseload (%):	Value of Arrears (%):
	September 14 <sup>(1,2)</sup>	September 14 <sup>(1)</sup>
Under £100	18.2%	0.3%
£100 to £499.99	27.9%	2.3%
£500 to £999.99	12.9%	3.0%
£1,000 to £4,999.99	25.4%	19.3%
£5,000 to £9,999.99	7.4%	16.8%
£10,000 to £19,999.99	4.9%	22.0%
£20,000 to £49,999.99	2.9%	27.6%
£50,000 and over	0.4%	8.8%

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) A case is counted in the arrears caseload if they have outstanding arrears at the end of the quarter.

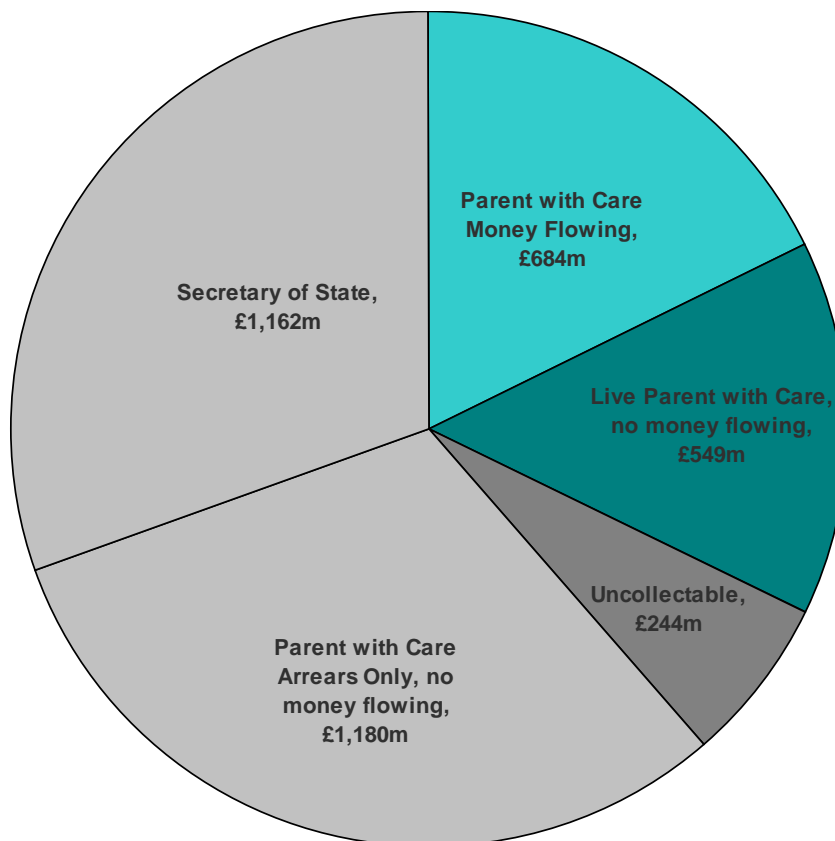


## Arrears Segmentation

This table 'segments' the total outstanding arrears into various categories linked to the Agency's Arrears Strategy.

The level of arrears on priority cases where a child could still benefit has decreased in the latest quarter from £1,252m to £1,233m. The arrears on cases where money is flowing has decreased by £13m in the latest quarter. Arrears owed to the Secretary of State is on a downward trend as very few arrears of this type can now accrue due to the removal of the compulsion on parents with care who are claiming benefits to use the CSA to collect maintenance payments. The amount of uncollectable arrears had previously been increasing, which is mainly due to the number of deceased parents, however the latest quarters shows slight decreases.

**Graph 8: Arrears Segmentation –September 2014**



**Table 16: Arrears Segmentation**

Quarter:	Total Arrears <sup>(1,2)</sup>	Uncollectable <sup>(1,3)</sup>	Secretary of State <sup>(1,4)</sup>	Parent with Care Arrears Only, no money flowing <sup>(1,5)</sup>	Priority Cases <sup>(1,5,6)</sup>		
					Parent with Care Arrears Only, money flowing <sup>(5)</sup>	Live Parent with Care, money flowing <sup>(5)</sup>	Live Parent with Care, no money flowing <sup>(5)</sup>
Jun-12	£3,810m	£224m	£1,361m	£1,030m	£128m	£549m	£518m
Sep-12	£3,818m	£232m	£1,341m	£1,049m	£128m	£546m	£521m
Dec-12	£3,782m	£237m	£1,295m	£1,021m	£118m	£563m	£548m
Mar-13	£3,796m	£241m	£1,281m	£1,037m	£115m	£575m	£546m
Jun-13	£3,805m	£244m	£1,265m	£1,050m	£110m	£585m	£552m
Sep-13	£3,824m	£250m	£1,255m	£1,065m	£110m	£586m	£558m
Dec-13	£3,836m	£256m	£1,244m	£1,088m	£110m	£581m	£557m
Mar-14	£3,832m	£255m	£1,214m	£1,122m	£111m	£583m	£547m
Jun-14	£3,830m	£250m	£1,171m	£1,156m	£110m	£587m	£555m
Sep-14	£3,819m	£244m	£1,162m	£1,180m	£107m	£577m	£549m

Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Arrears allocated to groups on a hierarchical basis into priority segments for collection.
- 2) Total arrears are less than the arrears figure shown elsewhere in this publication as some cases with arrears are uncategorised and do not fall into any of the above classifications.
- 3) Uncollectable arrears defined as arrears on cases where the non-resident parent or parent with care is deceased, where the arrears are deferred or where the arrears are classed as Interim Maintenance Assessment Gap (money that cannot be collected due to it not being covered by legislation).
- 4) Secretary of State arrears are Child Maintenance arrears which are owed to the Government. Arrears owed to the Secretary of State cannot be identified for cases managed off system.
- 5)
  - a. Parent with care arrears are owed by the non-resident parent to the parent with care.
  - b. Arrears only cases are those where no ongoing child maintenance liability exists.
  - c. Live Parent with care cases are defined as a live case which is open and has qualifying children on the case.
  - d. Money flowing is where maintenance has been received in the quarter and includes those cases where any child maintenance is being paid by the non-resident parent, either ongoing maintenance and / or arrears of maintenance.
- 6) Priority cases are where money is either flowing or where a child could benefit.
- 7) For further information, please see the [Child Maintenance Arrears Strategy](#).

## Enforcement

*This shows the total volume of enforcement actions undertaken by the Agency.*

There has been a reduction across enforcement activities in the last year, with the exception of Lump Sum and Regular Deduction Orders, as the focus has been taking the right action on cases to secure compliance. In line with our Arrears Strategy: [Preparing for the future, tackling the past: Child Maintenance – Arrears and Compliance Strategy 2012 – 2017](#), our operational priority of the statutory service is to collect money for children who will benefit from regular on-going maintenance payments today, rather than prioritising the pursuit of historic arrears in cases where the children have now grown up.

From March 2015 (subject to Parliamentary approval), the Child Maintenance Service and Child Support Agency (CSA) will begin sharing certain information about the payment records of their clients with credit reference agencies. Principally, information will be shared about an individual when a liability order is made against them – a measure used as a last resort after other efforts to encourage payment have been exhausted.

- The number of Deduction from Earnings Orders/Requests issued between April 2013 and March 2014 was 67,240 compared to 78,770 between April 2012 and March 2013.
- The number of Lump Sum and Regular Deduction Orders authorised has continued to increase each year; 1,715 authorised during the period April 13 to March 14 which is up from 1,385 in the period April 12 to March 13.

**Table 17: Enforcement**

	Apr 2007 - Mar 2008	Apr 2008 - Mar 2009	Apr 2009 - Mar 2010	Apr 2010 - Mar 2011	Apr 2011 - Mar 2012	Apr 2012 - Mar 2013	Apr 2013 - Mar 2014	Year to Date Apr 2014 - Aug 2014
<b>England, Wales and Scotland</b>								
<b>Civil Enforcement Actions</b>								
<b>Deduction from Earnings Orders/Requests (DEO/R) <sup>(1)</sup></b>								
Total issued	74,550	66,705	64,835	63,060	62,740	78,770	67,240	18,700
Number of active DEO/R	153,855	148,385	140,900	140,125	141,690	189,880	184,090	176,375
Total value received from DEO/R (£m)	277	312	299	285	288	329	330	129
Compliance at end of period (%)	76	78	82	81	82	87	88	89
<b>Deduction Orders <sup>(2)</sup></b>								
Number of Cases where disclosure requests sent	-	-	1,795	4,355	3,980	5,250	6,310	1,495
Total number of Cases deselected at disclosure stage	-	-	1,230	3,270	2,925	2,900	4,830	1,310
Number of Lump Sum Deduction Orders authorised <sup>(3)</sup>	-	-	165	375	430	565	660	255
Total value of funds secured by Lump Sum Deduction Order (£)	-	-	641,390	1,346,180	1,214,250	1,582,980	1,800,425	799,575
Total value received from Lump Sum Deduction Order (£)	-	-	378,575	968,035	1,263,465	1,396,815	1,494,495	770,940
Number of Regular Deduction Orders authorised	-	-	170	385	715	820	1,055	480
Total value of Regular Deduction Orders authorised (£)	-	-	1,522,625	3,425,815	4,966,070	5,215,735	8,456,475	4,645,510
Total value received from Regular Deduction Order (£)	-	-	79,950	245,360	531,370	634,800	891,580	502,650
Total disclosures in progress	-	-	460	370	265	920	325	165
<b>Liability Orders <sup>(4)</sup></b>								
Number Applied for	21,175	28,360	26,830	19,365	19,390	19,415	13,295	2,910
Number Granted	17,755	24,675	23,485	18,510	17,080	15,660	12,410	2,670
Number Withdrawn / Dismissed	1,215	1,055	845	1,055	1,205	1,215	1,185	255
<b>Distress Actions (E&amp;W) <sup>(5)</sup></b>								
Number of Bailiff referrals	14,765	18,380	14,270	11,325	13,645	13,365	8,930	1,570
<b>Charge for Payment (Scotland) <sup>(6)</sup></b>								
Number Sent	1,190	2,015	1,320	880	645	625	460	170
Number Served	950	1,805	1,195	1,150	655	565	435	125
<b>Charging Orders (E&amp;W) <sup>(7)</sup></b>								
Number Applied for	1,735	2,480	2,800	2,210	3,235	2,415	1,815	425
Number Granted	1,125	1,545	1,695	1,730	2,480	2,055	1,465	360
Number Withdrawn	365	285	315	180	105	90	60	20
<b>Orders for Sale (E&amp;W) <sup>(8)</sup></b>								
Number referred for consideration	-	105	335	405	505	595	355	115
Number Withdrawn / Other closure	-	5	90	165	345	365	355	125
Full Order for Sale Granted	-	15	35	75	60	80	65	20
Number paid before Full Order for Sale	-	10	60	120	125	95	125	40
<b>Bill of Inhibition (Scotland) <sup>(9)</sup></b>								
Number issued	1,045	1,745	900	665	405	300	200	60
Number successful	20	25	15	385	370	260	175	45
<b>Committals <sup>(10)</sup></b>								
Order to Pay only	90	125	115	65	40	5	-	-
Suspended Committal sentences	480	580	760	1,010	1,030	245	-	-
Committal Sentences	25	45	45	40	30	10	-	-
Suspended driving license disqualification sentences	15	45	75	165	250	55	-	-
Driving license disqualification sentences	5	5	10	30	45	5	-	-
<b>Recovery from Deceased Estate <sup>(11)</sup></b>								
Cases referred to DWP for action	-	-	15	1,040	1,140	910	865	215
Total value of debt referred to DWP (£)	-	-	98,840	5,721,910	5,965,445	5,458,095	4,673,020	1,113,385
Number of cases with debt recovered by DWP	-	-	-	60	125	110	115	35
Total value of debt recovered by DWP (£)	-	-	-	242,495	402,130	489,540	451,910	169,245
<b>Criminal Enforcement Actions</b>								
<b>Prosecutions <sup>(12)</sup></b>								
Section 32(B) - Action taken for failure to implement a DEO request	-	40	100	185	85	60	15	5
Section 14(A)2 - Action taken for Misrepresenting evidence (Fraud)	-	10	30	40	55	60	15	10
Section 14(A)3 - Failure to provide evidence	-	1,390	1,610	750	415	40	15	-

Notes:

- 1)
  - a. Deductions from Earnings Orders/Requests (DEO/R's) are where the Agency makes a request to an employer to deduct maintenance directly from the earnings of a non resident parent. The stock of DEO/R's and number of new DEO/R's set up only include those administered on the CS2 and CSCS computer systems and exclude those administered off system. The value of maintenance collected from DEO/R's is calculated by summing receipts of maintenance in a month on all cases with a DEO/R in place at the end of the month. Due to timing in setting up a DEO/R, this may include some receipts that were collected by other methods. The monthly amounts are then summed to give annual figures.
  - b. DEO/R figures for April 2012 onwards have been calculated based on a new methodology.
  - c. Total number of DEO/R's issued is the live caseload in which a new DEO/R has been applied. A new DEO/R has been identified by comparing the current quarter to the previous quarter, if a DEO/R did not exist on the previous quarter but does on the current quarter then this has been classed as a new DEO/R being issued.
  - d. Number of active DEO/Rs is the live caseload where a DEO/R in place.
  - e. Total value received from a DEO/R is the sum of the receipts on the live caseload where a DEO/R is in place.
  - f. Percentage Compliance is calculated on the number of cases contributing towards a current liability and has a DEO/R in place.
- 2) Deduction Orders are where the Agency applies to deduct maintenance directly from a non resident parent's bank/building society account, following non payment of maintenance. There are two types of deduction order, a regular deduction order which deducts a regular fixed amount in respect of either regular maintenance and/or arrears and a lump sum deduction order which initially freezes, and later deducts a lump sum amount solely in respect of arrears. A deduction order is made through an administrative process, which means an application to court is not required before the order can be made. Disclosure requests are sent to banks and building societies to obtain financial information. A disclosure request is sent to every bank/building society which holds an account attached to a case, therefore there can be multiple disclosure requests issued for each case.
- 3) Authorised – This stage of the process is where the deduction order has been approved by a senior colleague and sent to the bank/building society.  
 Secured – This stage, in respect of lump sum deduction orders only, is where the interim lump sum deduction order has been sent to the bank/building society and the monies have been secured, but they have not yet been sent to the Commission.  
 Deduction orders were introduced in August 2009.

- 4) A liability order is a document obtained from the court showing that they legally recognise that the debt is owed. This is the same in England, Wales and Scotland. This is required before the Agency can use litigation powers (Diligence in Scotland). A liability order is counted as applied for when a court date is assigned for the application to be made. Some cases which have had liability orders applied for are still going through the liability order process, and awaiting an outcome.
- 5) Distress actions refer to bailiff actions in England & Wales. This is where, once the debt has been legally recognised, the Agency has passed the debt to a bailiff company for collection (or equivalent). Number of Bailiff Referrals is sourced directly from external providers. Attachments refer to actions taken by Sheriff Officers in Scotland on the Agency's instruction to attach certain goods and remove for auction if the debt is not settled. An attachment notice is served directly to the non resident parent by a Sheriff's Officer.
- 6) A charge for payment is a Scottish action only. This is where, once the debt has been legally recognised via a Liability Order, the Agency refers the case to Sheriff Officers to serve, in person, the charge for payment to the non resident parent.
- 7) Charging orders in England & Wales are where a County Court Order for the legally recognised debt is attached to the equity of a non-resident parent's property. A charging order is counted as applied for at the point the application is lodged at the County Court. Some cases which have a charging order applied for are still going through the charging order process and awaiting an outcome.
- 8) Order for sale action can be taken once a final charging order has been granted against a property owned or jointly owned by the NRP. Through the Agency's external supplier action will be taken to secure payment, if full payment is not made and there is evidence of equity an application may be made to the court for an order for sale. The Agency may seek to take possession of a property if there is evidence of equity and it this action is deemed to be the most appropriate to secure the child support arrears owed. The Order for Sale process is complex and, as a result, the time taken between a referral and achieving an outcome can be significant. Information on Orders for Sale is only available from July 2008.
- 9) Bills of Inhibition in Scotland do not attach directly to the non-resident parent's property, but are personal prohibitions preventing heritable property being transferred, alienated or disposed of by the non-resident parent. A bill of inhibition is counted as applied for when an instruction for Inhibition is sent to the Solicitors. Some cases which have had a bill of inhibition sent for are still going through the bill of inhibition process.
- 10) An order to pay is where the Magistrate grants a custodial prison sentence, suspended on condition that the non resident parent makes payment. Committal information includes both actual and suspended committal sentences and driving licence disqualifications following non payment of child maintenance.
- 11) Recovery from Deceased Estates is where the Agency and parent with care seek to recover arrears of child maintenance from the estate of a non resident parent. The difference between the number of cases referred to DWP and cases with debt recovered reflects the duration and complexity of the Recovery from Estates process. This process can take two years or more to complete for probate to be granted and the estate to be distributed. Recovery from Deceased Estates powers came into effect in January 2010.
- 12) Prosecutions involve the threat and/or the use of criminal fines where an individual or organisation commits a criminal offence under child support law. Example offences include failure to provide information requisition, misrepresentation of information, and/or failure to comply with a deduction from earnings order. Information on prosecutions is only available from April 2008.

## Appeals

This shows the number of appeals, where a client challenges the maintenance decision, and time taken to deal with appeals.

From October 2013 Mandatory Reconsiderations have been introduced into the appeals process. This is where the Child Maintenance Service will look again at the entire decision before a client can appeal against it. More details on the change to the Appeals process can be found on page 47. The number of Appeals received for decisions made prior to 28/10/13 is on the gradual decline as we start to see an increase in the number of Appeals received for decisions post 28/10/13.

The average end to end process time taken to clear an appeal<sup>(6)</sup> has seen a gradual increase from April 2007. This is due to increased workload from DWP and the knock on effect of the increased time taken for a hearing to be arranged and decision to be made by the Jurisdiction, which is outside Agency control.

- The number of Appeals received during 2013-2014 was 3,525, a decrease of 2,080 on the number received during 2012-2013 and the lowest figure since 2007-2008.
- The number of appeals being submitted to the Tribunal Service has reduced by 30% from March 2008 where it was 4,400 to March 2014 where it stands at 3,060.

**Table 18: Appeals**

	Financial Year							Rolling 12 month period
	Apr 2007 - Mar 2008	Apr 2008 - Mar 2009	Apr 2009 - Mar 2010	Apr 2010 - Mar 2011	Apr 2011 - Mar 2012	Apr 2012 - Mar 2013	Apr 2013 - Mar 2014	Oct 2013 - Sep 2014
<b>CSA Appeals received<sup>(1)</sup></b>								
1993 Scheme	3,075	2,990	2,200	1,515	1,270	845	380	155
2003 Scheme	4,210	4,845	4,115	4,105	5,080	4,605	2,975	1,120
Departure Appeals	525	470	430	335	160	160	70	20
<b>Total Appeals Received in respect of Decisions made Pre 28/10/13</b>	-	-	-	-	-	-	3,425	1,295
Appeals Received in respect of Decisions made Post 28/10/13 <sup>5</sup>	-	-	-	-	-	-	100	590
<b>Overall Appeals received</b>	<b>7,812</b>	<b>8,304</b>	<b>6,750</b>	<b>5,958</b>	<b>6,510</b>	<b>5,605</b>	<b>3,525</b>	<b>1,885</b>
<b>Outcomes - Decisions Pre 28/10/13<sup>(1)</sup></b>								
Revised <sup>(2)</sup>	1,685	1,740	1,425	1,180	1,460	1,245	845	300
Withdrawn <sup>(3)</sup>	1,165	1,370	1,235	805	1,235	1,015	615	215
Submitted to Tribunal Service <sup>(4)</sup>	4,400	5,250	4,040	3,885	3,840	4,080	3,025	1,385
<b>Average time taken to clear (weeks) - Stage 1<sup>6</sup></b>	<b>8.5</b>	<b>10.7</b>	<b>7.5</b>	<b>6.9</b>	<b>8.7</b>	<b>7.7</b>	<b>7.4</b>	<b>8.0</b>
<b>Outcomes - Decisions Post 28/10/13<sup>(1)</sup></b>								
Revised <sup>(2)</sup>	-	-	-	-	-	-	10	80
Withdrawn <sup>(3)</sup>	-	-	-	-	-	-	-	20
Submitted to Tribunal Service <sup>(4)</sup>	-	-	-	-	-	-	35	360
<b>Average time taken to revise a Maintenance calculation following a decision from The Tribunal Service - Stage 3<sup>(1,6)</sup></b>								
Average time taken in weeks	0.3	0.8	0.7	0.6	0.6	0.6	0.6	0.6
Average time taken in days	2.3	5.9	5.2	4.2	4.2	4.4	4.3	4.1
<b>Average time taken to clear the end to end process (weeks)<sup>(1,6)</sup></b>	<b>20.0</b>	<b>21.8</b>	<b>25.7</b>	<b>28.4</b>	<b>30.9</b>	<b>32.5</b>	<b>35.9</b>	<b>47.5</b>

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) Revised – Where an original decision has been found to be incorrect during the appeals process and is revised. If the new decision is to the financial advantage of the appellant then the appeal lapses and all appeals action is complete.
- 3) Withdrawn - The appellant may decide at any point during the appeal process that they no longer wish to proceed with the appeal and request it to be withdrawn.
- 4) Submitted to Tribunal Service - When an application decision is disputed and is reconsidered, but the applicant is still not satisfied with the outcome.
- 5) Appeals data for decisions made post 28/10/13 is unable to be broken down by scheme and departure appeals.
- 6) Clearance times are based only on Appeals decisions pre 28/10/13.
- 7) Outcomes of Appeals are published within Table 1.2d of the Tribunal Services Quarterly Summary of Statistics tables. Details can be obtained by following: <http://www.justice.gov.uk/downloads/statistics/tribs-stats/tribs-tables-q3.xls>.

## Complaints

This shows how many complaints the Agency receives and manages each month.

There has been a gradual reduction in the number of Complaints received on a quarterly basis.

- 2,580 complaints were received in the quarter to September 2014, a decrease of 260 when compared to June 2014.

**Table 19: Complaints**

Month Ending:	Number of Complaints Received <sup>(1)</sup>	Total Closures <sup>(1)</sup>	Uncleared Work <sup>(1)</sup>	% of complaints fully resolved or had a resolution plan in place within 15 days <sup>(1)</sup>
Jan-12	1,830	1,760	1,580	99.3%
Feb-12	1,900	1,840	1,640	99.8%
Mar-12	1,930	1,940	1,620	99.5%
Apr-12	1,630	1,490	1,760	99.2%
May-12	1,810	1,840	1,750	99.5%
Jun-12	1,530	1,510	1,770	99.3%
Jul-12	1,900	1,750	1,920	99.0%
Aug-12	1,710	1,690	1,920	99.3%
Sep-12	1,490	1,530	1,890	99.4%
Oct-12	1,930	1,770	1,900	99.6%
Nov-12	1,960	1,920	1,930	99.2%
Dec-12	1,400	1,500	1,860	99.3%
Jan-13	1,860	1,720	2,010	99.6%
Feb-13	1,810	1,820	1,990	99.6%
Mar-13	1,680	1,930	1,720	99.4%
Apr-13	1,410	1,550	1,600	99.3%
May-13	1,440	1,490	1,560	99.9%
Jun-13	1,310	1,370	1,540	99.6%
Jul-13	1,470	1,360	1,580	99.6%
Aug-13	1,180	1,330	1,400	99.5%
Sep-13	1,120	1,220	1,320	99.6%
Oct-13	1,420	1,330	1,410	99.7%
Nov-13	1,320	1,300	1,460	99.5%
Dec-13	1,080	1,090	1,480	99.4%
Jan-14	1,300	1,240	1,520	99.1%
Feb-14	1,290	1,260	1,550	99.5%
Mar-14	1,190	1,300	1,420	99.6%
Apr-14	950	1,150	1,220	99.5%
May-14	990	1,080	1,160	99.9%
Jun-14	900	1,020	1,030	99.9%
Jul-14	990	960	1,000	99.5%
Aug-14	720	820	870	98.8%
Sep-14	870	810	930	99.3%

Notes:

- 1) The number of complaints received includes complaints at the resolution and review stage, and complaints handled off system.

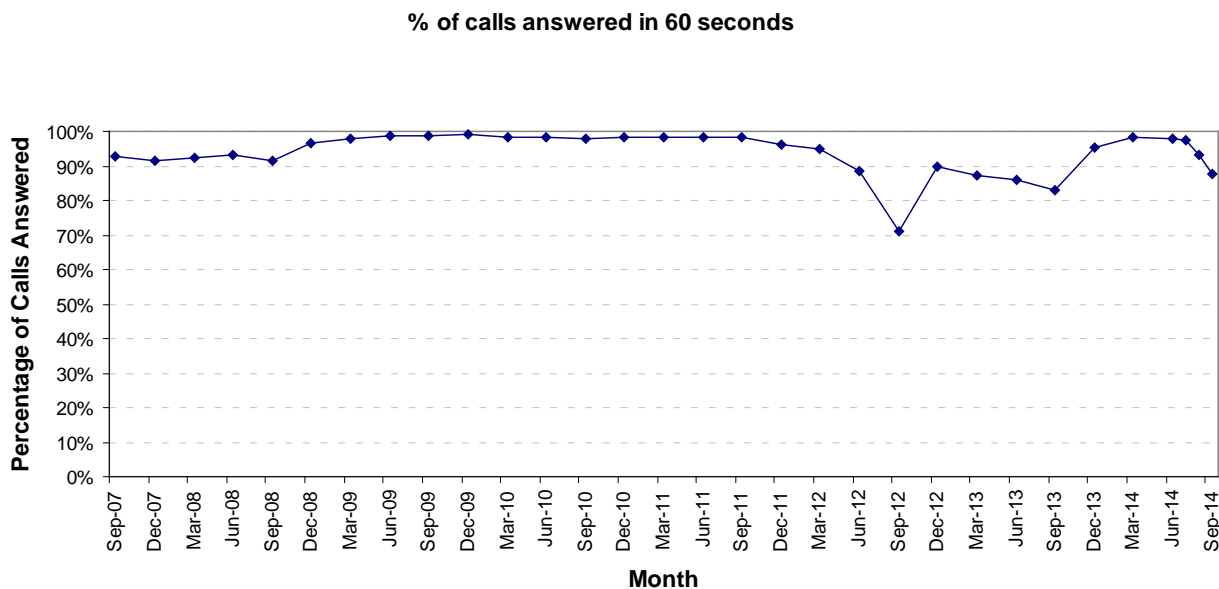
# Telephony Performance

*This shows how quickly calls to the Agency were answered each month.*

The performance of telephone calls answered in 60 seconds has generally remained consistent since September 2007. The dip in telephony performance in September 2012 is attributable to the increase in connection companies targeting lines meaning a greater number of calls are being received on lines that are not resourced to cope with the customer demand, resulting in a reduction in both calls answered and time to answer. A technical solution was implemented October 2012. The latest performance decrease in percentage of calls answered can be attributed to increased call demand to National Helpline - who take calls across the 1993/2003 schemes.

- 1,063,000 telephone calls were answered in the 6 months to September 2014, with the calls answered from the queue in an average of **18** seconds. This compares to the 6 months to September 2013 where 1,595,600 telephone calls were answered, with the average waiting time of 39 seconds.
- The in month percentage of calls answered within 60 seconds was **87.9%** for September 2014. This is compared to a June 2014 figure of 97.8% and the September 2013 figure of 83.1%.
- The year to date position of calls answered within 60 seconds as at September 2014 was **95.3%**. This was down on the year to date position as at June 2014 of 97.4% but up on the September 2013 position of 85.5%.

**Graph 9: Telephony Performance**



Notes:

- 1) Computer system enhancements were implemented in October 2008, with a higher proportion of calls now being routed direct to the caseworker dealing with that particular case.



## General Notes

### Table Conventions

. = "not applicable"

.. = "not available"

- = less than the rounding threshold. In tables rounded to the nearest 100, this represents a figure of less than 50. In tables rounded to the nearest 5, this represents a figure of less than 5.

Caseload figures are rounded to the nearest 100.

Enforcement figures are rounded to the nearest 5.

Appeals figures are rounded to the nearest 5.

Complaints figures are rounded to the nearest 10.

Collections figures are rounded to the nearest £0.1m

Outstanding arrears figures are rounded to the nearest £1m.

### Data

CSCS data is a 100% download of all cases administered on the CSCS computer system. Updates are received at each month end.

CS2 data is a 100% download of all cases administered on the CS2 computer system. Updates are received on a daily basis and processed at each month end.

Cases operating under 2003 Scheme rules are recorded on the CS2 computer system. Those cases operating under 1993 Scheme rules are mainly recorded on CSCS with a proportion of transitional cases, recorded on the CS2 computer systems. Transitional cases are cases that still fall under CSCS rules but are processed on CS2 by Transitional Caseworkers.

Clerical Case Database is a 100% download of all cases administered off system. These cases are defined as cases which, due to technical issues, cannot be processed on the computer system or are cases with a manual payment. Cases with a manual payment are those that are processed on the computer system but payments to the parent with care have to be made manually.

Some of the measures from the above sources are subject to revision caused by late notifications on the system with intake, clearances and uncleared work the most affected. In most months retrospection has minimal impact, with measures being impacted typically by less than 50 cases in previous months. Tables affected by retrospective changes are footnoted throughout the publication.

Accuracy figures are based on checking a sample of cases that have had a new assessment carried out to ensure that specific elements of the case, such as the maintenance calculation, are correct. The accuracy information in this publication relates to the CS2 system only. In 2011/12 for cases administered on the CS2 system, this represented a sample of approximately 1.66% of the total population.

For further information please see the [Child Support Agency Quarterly Summary of Statistics Metadata](#) or [Information on Child Maintenance Administrative Data Sources](#). Information on the quality of these statistics can be found in the [Child Support Agency Quarterly Summary of Statistics Background Quality Report](#).

Detailed policy and methodology relating to the Child Support Agency Quarterly Summary of Statistics is available for reports [published prior to December 2013](#) and reports [published post December 2013](#).

More details on DWP policy statements including quality guidelines can be found [online](#).

### **A National Statistics Publication**

The UK Statistics Authority has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics.

Designation can be broadly interpreted to mean that the statistics:

- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods; and
- are managed impartially and objectively in the public interest.

Once statistics have been designated as National Statistics it is a statutory requirement that the Code of Practice shall continue to be observed.

### **2012 Scheme**

The Government is reforming the child maintenance system so that it provides support to enable parents to work together after a 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 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 will 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 close. This process is expected to take around 3 years.

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

Experimental Statistics on the [2012 Scheme](#) covering the period of August 2013 – August 2014 were published on 30 September 2014, and the next release covering the data up to November 2014 will be released on 17 December 2014.

## Changes in this QSS

The Maintenance Direct Cases table has been included which provides information on the number of cases moving from Maintenance Direct to Collection Service, and vice versa, as detailed in point 11 of the [consultation response](#).

There have been changes to the methodology used to calculate the total caseload. Previously the total caseload included all cases, including cases which have been cancelled/withdrawn, closed, or where there is no longer a qualifying child on the case. The change has removed those cases that have been cancelled/withdrawn, closed or there is no longer a qualifying child on the case, resulting in a reduced total caseload figure. This has been implemented back to January 2012 and mainly affects the Caseload Status tables.

A methodology change has been implemented to the Caseload Status tables to include further cases when calculating the amount of liability satisfied via the collection service. This is to align figures with the Full Liability figures in the Cases contributing table and has been implemented back to January 2012.

## Changes to future publications

Going forward, Table 20: Initial Clearance Types will not be updated and will move to Annex B. This is due to all applications being processed on the 2012 Scheme and consequently the 2003 Scheme clearance figures are no longer suitable for reporting.

## Appeals Process

A DWP wide change to the way in which clients can appeal against decisions was introduced under Section 102 of the Welfare Reform Act, these changes became effective from 28 October 2013.

The main Appeal Reform changes that impact child maintenance are:

- Mandatory Reconsideration from 28 October - where all decisions will be looked at before a client can appeal against it
- Direct Lodgement from 28 October 2013 - where it is appropriate for clients to appeal, they must appeal direct to HM Courts & Tribunals Service.

Changes will be reflected in future statistics, once Management Information on Mandatory Reconsiderations has been fully assured.

## Upcoming Releases

The next QSS containing data on 1993/2003 Schemes up to December 2014 is due to be released in January/February 2015. The exact date will be announced at least four weeks in advance on the [Statistical Release Calendar](#).

## Help Us Improve Our Publication

We are constantly aiming to improve this release and its associated commentary. We would welcome any feedback you might have.

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## Annex A

**Table 20: Initial Clearance Types**

*This shows a breakdown by type of clearance for all 2003 Scheme clearances.*

Going forward, the table below will not be updated and will move to Annex B. This is due to all applications being processed on the 2012 Scheme and consequently the 2003 Scheme clearance figures are no longer suitable for reporting.

Month	Total Clearances <sup>(1,2)</sup>	Closed <sup>(1,3)</sup>	Payment Schedule Set Up <sup>(1,6)</sup>			
			Nil Liability <sup>(1,4)</sup>	Maintenance Direct <sup>(1,5)</sup>	Payment(s) Made	No Payment Made <sup>(2)</sup>
Jun-03	14,600	11,600	600	600	1,600	-
Sep-03	37,900	22,800	3,200	1,600	10,000	400
Dec-03	49,400	29,500	3,900	1,900	13,500	600
Mar-04	51,600	30,000	4,400	2,100	14,600	500
Jun-04	62,300	43,300	3,800	2,100	12,800	300
Sep-04	50,900	31,300	3,600	2,400	13,300	300
Dec-04	51,100	29,200	3,800	3,500	14,400	200
Mar-05	70,000	45,300	5,200	4,500	14,800	200
Jun-05	78,800	53,200	5,400	4,900	15,100	200
Sep-05	76,500	49,500	5,500	5,500	15,700	200
Dec-05	85,200	55,300	6,300	6,400	16,900	300
Mar-06	92,800	58,400	8,100	6,800	19,200	300
Jun-06	84,700	51,900	6,600	7,600	18,400	300
Sep-06	83,200	54,500	5,700	6,900	15,800	300
Dec-06	72,900	46,200	5,600	5,700	15,200	300
Mar-07	115,300	77,200	8,800	8,100	20,700	500
Jun-07	91,000	54,500	8,100	8,300	19,600	500
Sep-07	86,700	53,700	7,100	7,700	17,800	500
Dec-07	79,100	48,600	6,400	7,000	16,800	300
Mar-08	85,400	53,700	6,800	6,800	17,900	300
Jun-08	84,700	54,200	6,200	6,600	17,200	300
Sep-08	68,200	49,400	3,300	3,700	11,500	200
Dec-08	42,600	26,800	3,000	2,700	9,800	200
Mar-09	30,700	13,600	3,400	2,800	10,600	300
Jun-09	32,300	16,400	2,700	2,700	10,200	200
Sep-09	28,100	11,400	2,800	2,600	11,100	200
Dec-09	26,500	8,100	3,000	2,900	12,300	200
Mar-10	26,300	8,400	3,000	2,900	11,900	200
Jun-10	25,400	7,100	2,900	2,900	12,200	200
Sep-10	28,200	7,600	3,300	3,600	13,500	200
Dec-10	28,900	7,500	3,300	4,000	13,900	200
Mar-11	29,600	7,900	3,600	4,400	13,500	200
Jun-11	27,400	7,200	3,100	4,300	12,600	200
Sep-11	30,700	8,400	3,500	4,800	13,800	300
Dec-11	30,700	7,900	3,500	4,900	14,200	300
Mar-12	30,300	7,900	3,600	4,300	14,000	300
Jun-12	26,700	7,000	3,000	3,900	12,600	300
Sep-12	29,600	7,700	3,300	4,600	13,700	400
Dec-12	30,800	7,600	3,600	4,600	14,500	400
Mar-13	30,000	7,700	3,500	4,700	13,700	400
Jun-13	30,300	8,000	3,400	5,000	13,600	500
Sep-13	21,200	5,500	2,400	3,200	9,600	400
Dec-13	15,500	4,500	1,900	1,900	6,900	300
Mar-14	10,800	2,200	1,900	1,200	4,900	600
Jun-14	600	100	100	-	300	-
Sep-14	300	100	-	-	100	-

Notes:

- 1)
  - a. Figures are against 2003 statutory maintenance service only, including cases managed off system.
  - b. These figures are subject to revision in future publications. Payment(s) made / not made figures are subject to greater degrees of revision to reflect when a first payment is received. Future revisions will reflect any new information which is received after the production of this table.
- 2) Cases where no payment has yet been made will always be artificially high for the latest month of intake. These are cases where a collection schedule has been set up but the first payment may not yet be due.
- 3) Closed category includes applications closed prior to a calculation being carried out, applications where the parent with care is identified as claiming good cause or subject to a reduced benefit decision, the application is actually a change of circumstance on an existing case or where the case is closed after a calculation but prior to a first payment being made.
- 4) Nil liability includes cases where a nil liability calculation is the first calculation carried out or where a nil liability calculation is carried out prior to receipt of first payment.
- 5) Maintenance direct includes cases where the first calculation is a maintenance direct arrangement or where a maintenance direct arrangement is made prior to receipt of first payment.
- 6) Figures may not sum to clearance figures on page 67 (table 27) due to rounding.

**Table 21: Reasons for Case Closure Following Calculation**

This shows a breakdown by reason for closure for all 2003 Scheme closures (including cancelled/withdrawn cases) following calculation.

The latest quarters have seen a large increase in the number of closures in the 'Other' category compares to previous figures. This is mainly due to a large number of cases that previously had a cancelled/withdrawn status now ending their liabilities.

Quarter Ending:	Total Closures following Calculation <sup>(1,2)</sup>	Application not pursued by Applicant <sup>(1,2)</sup>	Application Not Eligible / No Longer Valid <sup>(1,2)</sup>	Application Superseded <sup>(1,2)</sup>	Reconciliation <sup>(1,2)</sup>	Other <sup>(1,2,3)</sup>
Jun-03	100	-	-	-	-	-
Sep-03	600	400	100	-	100	-
Dec-03	1,500	1,000	200	100	200	-
Mar-04	2,400	1,500	300	100	400	100
Jun-04	2,300	1,400	400	100	400	100
Sep-04	2,600	1,400	600	100	400	100
Dec-04	2,600	1,300	700	100	500	100
Mar-05	2,700	1,200	700	200	600	100
Jun-05	2,800	1,100	800	200	600	100
Sep-05	3,100	1,100	1,000	200	700	200
Dec-05	3,700	1,200	1,400	200	700	200
Mar-06	4,200	1,300	1,500	200	900	300
Jun-06	4,100	1,100	1,400	200	1,000	400
Sep-06	4,800	1,400	1,800	200	1,000	400
Dec-06	5,000	1,500	2,100	200	1,000	200
Mar-07	5,700	1,600	2,200	400	1,200	300
Jun-07	6,000	1,700	2,300	500	1,200	300
Sep-07	6,700	1,800	2,800	600	1,100	300
Dec-07	6,400	1,700	2,800	500	1,000	300
Mar-08	7,200	2,000	3,000	600	1,300	400
Jun-08	7,300	2,000	3,000	600	1,200	400
Sep-08	7,700	1,700	3,700	600	1,100	600
Dec-08	12,300	5,100	4,900	400	1,300	600
Mar-09	12,800	5,900	4,300	400	1,600	600
Jun-09	11,000	5,100	3,600	200	1,500	600
Sep-09	13,000	4,900	6,200	200	1,300	500
Dec-09	9,400	4,000	3,800	100	1,000	400
Mar-10	9,400	4,400	3,400	100	1,000	500
Jun-10	7,500	3,200	3,000	100	800	400
Sep-10	8,900	2,900	4,700	-	900	400
Dec-10	9,300	3,200	4,900	-	700	400
Mar-11	10,300	3,800	4,800	-	1,100	600
Jun-11	8,500	3,300	3,900	-	800	500
Sep-11	11,400	3,300	6,700	-	800	600
Dec-11	10,600	3,400	5,900	-	800	500
Mar-12	10,200	3,900	5,000	-	800	400
Jun-12	8,600	3,100	4,400	-	700	400
Sep-12	10,700	3,500	6,100	-	600	400
Dec-12	11,100	3,300	6,600	-	600	600
Mar-13	10,500	3,800	5,400	-	700	600
Jun-13	9,200	3,700	4,200	-	700	600
Sep-13	12,300	3,800	7,200	-	600	800
Dec-13	12,800	3,900	6,800	-	600	1,500
Mar-14	14,100	4,100	5,800	-	600	3,700
Jun-14	12,900	4,200	4,900	-	500	3,300
Sep-14	14,900	4,700	7,700	-	400	2,100

Notes:

- 1) Figures are against 2003 statutory maintenance service only, including cases managed off system.
- 2)

- a. A closure is defined under the following circumstances; an application has been cancelled or withdrawn, a parent with care has been identified as claiming Good Cause or is subject to a Reduced Benefit Decision; or the application has been closed or terminated.
  - b. Closures as above, though completed by case worker, can be initiated by either the system or the user themselves. Where case workers initiate closures, the closure reason is selected from a pre-defined list. As this is subjective, in some instances the selected reason may not reflect the actual reason for closure.
  - c. Figures do not include performance of cases processed off system.
  - d. Figures only include cases closed after a maintenance calculation has taken place.
  - e. The figures in this table are subject to revision in future publications. Future revisions will reflect any new information which is received after the production of this table.
  - f. A change in legislation in October 2008 removed the compulsion for parents with care on income based benefit (Income Support or Jobseeker's Allowance (Income Based)) to pursue a claim for child support through the Agency. After this date, it is expected that some parents with care will opt to end their child support claim with CSA..
- 3) Closures included in the 'Other' category include all case closures where the reason differs from those specified in the table above.

**Table 22: Caseload Status**

This shows the status of all cases with an assessment or calculation.

Quarter Ending:	Total Caseload <sup>(1,2,9)</sup>	Live Caseload <sup>(1,3)</sup>	Current Liability <sup>(1,4)</sup>									No liability/with arrears <sup>(1,7)</sup>		No liability/no arrears <sup>(1,7)</sup>	
			Collection Service					Maintenance Direct <sup>(6)</sup>				Paying	Paying nothing	Paying	Paying nothing <sup>(9)</sup>
			Paying more than liability - no arrears	Paying more than liability - with arrears	Paying full liability <sup>(5,8)</sup>	Paying less than liability	Paying nothing	With additional payments - no arrears	With additional payments - with arrears	With no additional payments					
Jan-12	1,520,400	1,326,800	17,400	216,200	109,400	92,700	125,300	1,200	4,300	164,100	58,000	528,700	9,500	193,600	
Feb-12	1,522,100	1,329,000	19,900	232,100	94,700	93,200	122,400	1,200	4,300	165,200	57,400	529,500	9,000	193,000	
Mar-12	1,523,300	1,334,400	19,600	207,200	118,600	101,800	117,800	1,400	4,600	166,000	57,800	530,000	9,600	188,900	
Apr-12	1,523,100	1,335,800	13,600	210,100	119,700	105,900	116,600	1,200	4,500	166,500	58,000	530,600	9,000	187,300	
May-12	1,524,800	1,338,800	11,600	182,300	144,400	112,200	116,800	1,200	4,500	166,900	57,900	532,000	9,000	185,900	
Jun-12	1,526,200	1,340,600	14,900	204,000	123,200	106,500	118,200	1,300	4,200	167,200	57,000	535,400	8,800	185,600	
Jul-12	1,527,600	1,344,700	10,700	180,900	145,300	111,000	121,500	1,100	4,200	167,800	56,800	536,800	8,500	182,900	
Aug-12	1,529,400	1,348,900	13,700	194,400	133,000	106,900	123,400	1,100	4,100	168,400	56,600	538,700	8,500	180,500	
Sep-12	1,532,800	1,354,500	12,600	174,400	146,300	113,000	125,500	1,200	4,100	168,400	58,900	540,100	10,000	178,300	
Oct-12	1,535,500	1,360,800	13,200	185,400	136,600	109,800	127,500	1,300	4,100	168,800	60,100	542,800	11,300	174,700	
Nov-12	1,537,600	1,367,200	16,200	201,400	126,600	101,500	128,900	1,400	4,100	169,300	59,900	545,700	12,200	170,400	
Dec-12	1,543,400	1,367,800	14,700	195,500	123,400	116,900	131,000	1,400	4,000	173,400	55,800	541,600	10,100	175,500	
Jan-13	1,546,800	1,371,400	13,600	215,900	121,100	100,900	132,000	1,200	4,000	174,300	54,600	544,900	9,000	175,400	
Feb-13	1,550,200	1,375,600	16,700	222,800	113,500	102,400	131,000	1,200	4,000	175,500	52,800	547,400	8,200	174,600	
Mar-13	1,551,000	1,380,700	10,900	228,800	111,000	113,800	126,200	1,300	4,300	176,400	51,400	548,500	8,200	170,300	
Apr-13	1,555,700	1,384,700	12,600	213,900	131,400	108,800	125,700	1,200	4,300	177,200	50,400	551,200	7,900	171,100	
May-13	1,560,300	1,391,000	13,600	195,300	151,700	110,400	125,200	1,200	4,300	178,300	49,600	553,700	7,800	169,200	
Jun-13	1,563,900	1,395,300	13,300	191,900	158,300	107,800	127,100	1,200	4,200	179,500	48,200	556,100	7,600	168,600	
Jul-13	1,568,300	1,400,000	10,700	184,900	160,400	117,800	126,500	1,200	4,200	180,300	47,700	558,800	7,600	168,300	
Aug-13	1,569,400	1,402,000	13,300	231,100	118,100	111,200	125,300	1,200	4,200	180,600	47,200	562,300	7,500	167,400	
Sep-13	1,571,100	1,402,800	11,000	187,300	153,100	114,400	127,000	1,100	4,100	180,600	49,000	565,900	9,200	168,300	
Oct-13	1,572,600	1,403,600	9,500	190,900	149,800	110,300	127,000	900	4,200	180,800	49,100	570,300	10,900	168,900	
Nov-13	1,572,400	1,403,500	12,300	201,200	139,800	103,400	124,500	900	4,200	181,000	48,400	576,500	11,400	168,900	
Dec-13	1,566,200	1,400,800	9,900	186,500	141,200	115,300	120,600	900	4,100	181,200	47,200	584,200	9,600	165,400	
Jan-14	1,558,500	1,398,200	13,000	222,400	122,300	90,200	117,500	800	3,900	180,900	46,600	591,800	8,700	160,300	
Feb-14	1,552,600	1,397,200	14,600	198,100	140,900	91,400	114,800	900	3,900	180,600	46,400	597,300	8,300	155,400	
Mar-14	1,547,500	1,394,000	9,700	226,400	118,400	92,500	106,600	800	4,200	180,000	46,400	600,200	8,900	153,500	
Apr-14	1,541,800	1,389,000	9,300	203,500	129,400	100,700	102,700	700	4,100	179,600	46,100	604,400	8,500	152,800	
May-14	1,536,400	1,384,400	10,100	224,100	113,400	91,100	99,600	600	4,100	179,000	45,700	608,400	8,300	152,100	
Jun-14	1,530,000	1,379,700	8,900	196,400	136,300	90,100	98,300	600	4,200	178,800	44,800	613,400	7,900	150,400	
Jul-14	1,523,600	1,375,200	7,300	184,900	144,400	91,600	95,300	600	4,600	178,600	44,100	615,700	8,200	148,300	
Aug-14	1,517,600	1,370,300	8,300	174,200	144,100	95,000	94,900	600	4,600	178,600	42,900	618,800	8,100	147,300	
Sep-14	1,510,700	1,365,700	7,200	178,700	139,100	86,700	93,100	600	4,400	178,500	44,600	622,800	10,000	145,000	



Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Figures include 1993 Scheme cases with a full or interim maintenance assessment as well as 2003 Scheme cases with a full maintenance calculation or default maintenance decision.
- 2) Total Caseload: The total number of cases on the CSA 2003 and 1993 Schemes, including cases managed off system.
- 3) Live Caseload: The total caseload minus cases with no current or ongoing liability, and no arrears and no payments are being made.
- 4) Current Liability: A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance).
- 5) 'Full Liability' includes those cases that have paid 90% or more of the accrued liability via the collection service within the quarter.
- 6) Maintenance Direct Cases are cases in which the maintenance calculation has been derived by the CSA (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 CSA if there is a default on their payment or to request a revised calculation).
- 7)
  - a. No Current Liability: A case is classed as having 'No Current Liability' if it is open and currently has a nil liability but has at least one child of qualifying age, and therefore could have a positive liability in the future.
  - b. No Ongoing Liability: A case is classed as having 'No Ongoing Liability' if there is no longer a child maintenance interest on the case i.e. the case has been cancelled/withdrawn, or there are no longer any children of a qualifying age remaining on the case.
- 8) A methodology change has been implemented to align the Collection Service – Paying Full Liability figures to the Cases Contributing towards Current Liability table on page 61.
- 9) The methodology to calculate the total caseload has changed; cases that are cancelled/withdrawn, closed or no longer have a qualifying child on the case, have been removed. This has been implemented back to January 2012.

**Table 23: 2003 Scheme Caseload Status**

This shows the status of all 2003 Scheme cases with an assessment or calculation.

Quarter Ending:	Total Caseload <sup>(1,2,9)</sup>	Live Caseload <sup>(1,3)</sup>	Current Liability <sup>(1,4)</sup>					Maintenance Direct <sup>(6)</sup>			No liability/with arrears <sup>(1,7)</sup>		No liability/no arrears <sup>(1,7)</sup>	
			Paying more than liability - no Arrears	Paying more than liability - with arrears	Paying full liability <sup>(5,8)</sup>	Paying less than liability	Paying Nothing	With additional payments - no arrears	With additional payments - with arrears	With no additional payments	Paying	Paying nothing	Paying	Paying nothing <sup>(9)</sup>
Jan-12	944,200	856,300	16,000	194,500	70,200	85,700	112,700	1,200	3,800	135,200	25,600	206,200	5,200	87,900
Feb-12	949,900	862,600	18,200	210,800	56,500	86,100	110,300	1,100	3,800	136,900	25,300	208,700	5,000	87,200
Mar-12	957,100	870,200	17,800	186,100	79,800	94,600	106,400	1,300	4,100	138,100	25,700	210,900	5,400	86,900
Apr-12	962,300	875,300	12,500	190,000	81,000	97,800	105,900	1,200	4,100	139,000	26,000	212,800	5,000	87,000
May-12	969,500	882,000	10,700	163,500	104,400	105,200	106,700	1,200	4,100	139,900	26,100	215,200	5,100	87,500
Jun-12	975,300	887,000	13,700	186,000	84,600	99,400	108,500	1,200	3,800	140,600	25,900	218,400	5,000	88,300
Jul-12	982,300	894,300	9,900	162,300	108,200	104,400	112,100	1,100	3,700	141,700	25,900	220,100	5,000	88,000
Aug-12	989,000	901,100	12,800	176,500	96,700	100,300	114,100	1,100	3,700	142,800	25,900	222,300	5,100	87,800
Sep-12	995,900	906,800	11,700	158,500	108,000	106,600	116,500	1,200	3,700	143,300	27,200	224,500	5,800	89,100
Oct-12	1,003,400	914,700	12,200	168,700	99,800	103,800	118,700	1,200	3,700	144,200	28,400	227,400	6,600	88,700
Nov-12	1,009,800	922,500	15,100	185,000	90,200	95,800	120,200	1,300	3,700	145,200	28,600	230,400	7,100	87,200
Dec-12	1,015,900	927,800	13,600	179,200	87,500	110,400	122,100	1,300	3,700	149,000	25,400	229,700	6,000	88,100
Jan-13	1,022,800	933,700	12,800	199,500	84,800	95,400	123,100	1,200	3,700	150,000	25,100	232,700	5,400	89,100
Feb-13	1,029,200	939,800	15,500	205,700	79,400	96,500	122,400	1,100	3,700	151,300	23,900	235,200	5,100	89,400
Mar-13	1,035,300	945,700	10,200	211,700	75,800	108,200	117,800	1,200	3,900	152,200	22,800	236,900	5,000	89,600
Apr-13	1,042,600	951,600	11,900	198,000	96,000	103,200	117,400	1,200	3,900	153,100	22,200	239,800	4,900	91,000
May-13	1,049,400	959,200	12,800	180,200	115,300	104,900	117,200	1,200	4,000	154,300	21,900	242,600	4,800	90,200
Jun-13	1,055,300	965,300	12,500	177,600	121,700	102,500	119,100	1,200	3,900	155,700	21,100	245,100	4,800	90,000
Jul-13	1,062,000	971,000	10,100	171,300	123,200	112,500	118,600	1,200	3,900	156,500	21,100	247,800	4,800	91,000
Aug-13	1,065,000	974,300	12,600	216,500	82,700	105,900	117,400	1,100	3,900	156,900	21,200	251,200	4,900	90,700
Sep-13	1,068,500	976,600	10,400	174,400	118,300	108,700	119,200	1,000	3,900	157,000	22,800	254,800	6,200	91,900
Oct-13	1,071,800	979,300	9,000	178,300	115,800	105,300	119,200	900	3,900	157,200	22,800	259,200	7,600	92,600
Nov-13	1,073,300	980,600	11,600	188,900	107,100	98,400	116,800	900	3,900	157,500	22,500	265,000	8,000	92,700
Dec-13	1,070,100	979,900	9,400	174,100	110,100	110,100	113,200	800	3,800	158,000	22,200	271,600	6,600	90,200
Jan-14	1,065,800	979,600	12,300	209,900	92,400	85,800	110,300	800	3,700	158,100	22,300	278,200	5,900	86,100
Feb-14	1,062,600	979,900	13,700	186,200	111,100	86,700	107,900	900	3,700	158,200	22,500	283,600	5,500	82,800
Mar-14	1,060,100	978,400	9,100	213,600	89,000	88,300	99,900	800	4,000	158,000	22,900	286,900	5,900	81,700
Apr-14	1,057,000	975,500	8,700	191,400	100,800	95,800	96,300	700	3,900	158,000	23,000	291,300	5,700	81,500
May-14	1,054,200	972,500	9,400	212,000	84,800	87,100	93,300	600	3,900	157,700	23,000	295,000	5,700	81,600
Jun-14	1,050,800	969,500	8,300	185,800	107,500	85,600	92,100	600	4,000	158,000	22,700	299,500	5,400	81,200
Jul-14	1,047,300	966,500	6,900	174,100	115,100	87,800	89,300	600	4,400	158,100	22,300	302,300	5,600	80,900
Aug-14	1,044,000	963,400	7,700	164,500	115,100	91,100	89,000	600	4,400	158,500	21,700	305,300	5,400	80,600
Sep-14	1,040,400	960,500	6,800	168,500	112,500	83,100	87,200	500	4,200	158,800	23,300	308,700	6,900	79,900

Notes:

- 1)
  - a. Figures are against the 2003 statutory maintenance service only, including cases managed off system. Figures exclude cases where the scheme in which the case is held cannot be identified (approximately 300 cases), therefore scheme breakdowns may not sum to overall Agency figures.
  - b. Figures include 2003 Scheme cases with a full maintenance calculation or default maintenance decision.
- 2) Total Caseload: The total number of cases on the CSA 2003 Scheme.
- 3) Live Caseload: The total caseload minus cases with no current or ongoing liability, no arrears and no payments are being made.
- 4) Current Liability: A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance).
- 5) 'Full Liability' includes those cases who have paid 90% or more of the accrued liability via the collection service or maintenance direct within the quarter.
- 6) Maintenance Direct Cases are cases in which the maintenance calculation has been derived by the CSA (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 CSA if there is a default on their payment or to request a revised calculation).
- 7)
  - a. No Current Liability: A case is classed as having 'No Current Liability' if it is open and currently has a nil liability but has at least one child of qualifying age, and therefore could have a positive liability in the future.
  - b. No Ongoing Liability: A case is classed as having 'No Ongoing Liability' if there is no longer a child maintenance interest on the case i.e. the case has been cancelled/withdrawn, or there are no longer any children of a qualifying age remaining on the case.
- 8) A methodology change has been implemented to align the Collection Service – Paying Full Liability figures to the Cases Contributing towards Current Liability table on page 61.
- 9) The methodology to calculate the total caseload has changed; cases that are cancelled/withdrawn, closed or no longer have a qualifying child on the case, have been removed. This has been implemented back to January 2012.

**Table 24: 1993 Scheme Caseload Status**

This shows the status of all 1993 Scheme cases with an assessment or calculation.

Quarter Ending:	Total Caseload <sup>(1,2,9)</sup>	Live Caseload <sup>(1,3)</sup>	Current Liability <sup>(1,4)</sup>					Maintenance Direct <sup>(6)</sup>			No liability/with arrears <sup>(1,7)</sup>		No liability/no arrears <sup>(1,7)</sup>	
			Paying more than liability - no arrears	Paying more than liability - with arrears	Paying full liability <sup>(5,8)</sup>	Paying less than liability	Paying Nothing	With additional payments - no arrears	With additional payments - with arrears	With no additional payments	Paying	Paying nothing	Paying	Paying nothing <sup>(9)</sup>
Jan-12	575,900	470,200	1,400	21,700	39,200	6,900	12,600	100	500	28,900	32,300	322,300	4,200	105,700
Feb-12	571,900	466,100	1,800	21,300	38,200	7,100	12,100	100	500	28,400	32,100	320,600	4,100	105,800
Mar-12	565,900	464,000	1,800	21,100	38,800	7,200	11,300	100	500	27,900	32,100	318,900	4,200	102,000
Apr-12	560,500	460,300	1,100	20,100	38,700	8,100	10,700	100	500	27,500	32,000	317,500	4,000	100,300
May-12	554,900	456,500	900	18,800	40,000	7,000	10,000	100	500	27,000	31,700	316,600	3,900	98,400
Jun-12	550,700	453,400	1,200	18,000	38,600	7,100	9,700	100	400	26,600	31,100	316,800	3,800	97,300
Jul-12	545,000	450,100	800	18,700	37,100	6,600	9,500	100	500	26,100	30,800	316,500	3,500	94,900
Aug-12	540,200	447,600	900	17,900	36,200	6,700	9,300	100	400	25,600	30,700	316,200	3,500	92,600
Sep-12	536,700	447,400	800	15,900	38,400	6,400	9,100	100	400	25,100	31,700	315,300	4,300	89,200
Oct-12	531,900	445,800	900	16,700	36,700	6,000	8,800	100	400	24,600	31,700	315,100	4,800	86,000
Nov-12	527,500	444,400	1,100	16,400	36,400	5,800	8,600	100	400	24,100	31,300	315,000	5,100	83,100
Dec-12	527,200	439,800	1,100	16,400	36,000	6,500	8,900	100	400	24,400	30,300	311,700	4,100	87,400
Jan-13	523,700	437,500	900	16,400	36,300	5,400	8,800	100	300	24,300	29,500	311,900	3,500	86,300
Feb-13	520,700	435,600	1,200	17,100	34,200	5,900	8,600	-	300	24,200	28,900	312,000	3,100	85,100
Mar-13	515,400	434,700	700	17,100	35,300	5,600	8,300	-	300	24,100	28,600	311,400	3,200	80,700
Apr-13	512,800	432,800	800	16,000	35,400	5,700	8,300	-	300	24,100	28,200	311,100	3,000	80,000
May-13	510,600	431,600	800	15,000	36,400	5,500	8,000	-	300	23,900	27,700	310,900	3,000	79,000
Jun-13	508,400	429,800	800	14,200	36,600	5,300	8,000	-	300	23,900	27,100	310,800	2,800	78,600
Jul-13	506,100	428,800	600	13,600	37,200	5,300	7,900	-	300	23,800	26,500	310,800	2,700	77,300
Aug-13	504,200	427,500	800	14,600	35,300	5,300	7,900	100	300	23,700	26,100	310,900	2,600	76,700
Sep-13	502,300	425,900	600	12,900	34,800	5,700	7,800	-	300	23,700	26,200	310,900	3,000	76,400
Oct-13	500,500	424,100	500	12,600	33,900	5,000	7,800	-	300	23,600	26,300	310,800	3,200	76,400
Nov-13	498,900	422,700	700	12,400	32,700	5,000	7,700	-	300	23,500	25,900	311,200	3,300	76,200
Dec-13	495,900	420,600	600	12,400	31,200	5,200	7,400	-	300	23,200	25,000	312,400	3,000	75,200
Jan-14	492,500	418,400	700	12,500	29,900	4,400	7,200	-	300	22,800	24,300	313,400	2,900	74,200
Feb-14	489,800	417,100	900	12,000	29,700	4,700	6,900	-	200	22,400	23,900	313,500	2,800	72,600
Mar-14	487,200	415,400	600	12,800	29,400	4,200	6,700	-	300	22,000	23,500	313,000	3,000	71,800
Apr-14	484,600	413,300	700	12,100	28,600	4,900	6,400	-	200	21,600	23,000	312,900	2,800	71,300
May-14	482,000	411,600	600	12,100	28,600	4,000	6,200	-	200	21,300	22,600	313,200	2,600	70,500
Jun-14	479,000	409,900	600	10,500	28,800	4,500	6,200	-	200	20,900	22,100	313,700	2,500	69,100
Jul-14	476,000	408,500	500	10,800	29,300	3,800	6,000	-	200	20,500	21,700	313,200	2,600	67,500
Aug-14	473,400	406,600	600	9,700	29,000	3,900	5,900	-	200	20,100	21,200	313,300	2,600	66,800
Sep-14	470,000	404,900	500	10,200	26,600	3,700	5,900	-	200	19,700	21,200	313,900	3,100	65,100

Notes:

- 1)
  - a. Figures are against the 1993 statutory maintenance service only, including cases managed off system. Figures excludes cases where the scheme in which the case is held cannot be identified (approximately 300 cases), therefore scheme breakdowns may not sum to overall Agency figures.
  - b. Figures include 1993 Scheme cases with a full or interim maintenance assessment.
- 2) Total Caseload: The total number of cases on the 1993 Scheme.
- 3) Live Caseload: The total caseload minus cases with no current or ongoing liability, no arrears and no payments are being made.
- 4) Current Liability: A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance).
- 5) 'Full Liability' includes those cases who have paid 90% or more of the accrued liability via the collection service or maintenance direct within the quarter.
- 6) Maintenance Direct Cases are cases in which the maintenance calculation has been derived by the CSA (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 CSA if there is a default on their payment or to request a revised calculation).
- 7)
  - a. No Current Liability: A case is classed as having 'No Current Liability' if it is open and currently has a nil liability but has at least one child of qualifying age, and therefore could have a positive liability in the future.
  - b. No Ongoing Liability: A case is classed as having 'No Ongoing Liability' if there is no longer a child maintenance interest on the case i.e. the case has been cancelled/withdrawn, or there are no longer any children of a qualifying age remaining on the case.
- 8) A methodology change has been implemented to align the Collection Service – Paying Full Liability figures to the Cases Contributing towards Current Liability table on page 61.
- 9) The methodology to calculate the total caseload has changed; cases that are cancelled/withdrawn, closed or no longer have a qualifying child on the case, have been removed. This has been implemented back to January 2012.

**Table 25: Cases Contributing towards Current Liability**

This shows the number of cases contributing towards current liability. Maintenance direct cases are not included in the full liability columns as it is assumed money is flowing between parents.

Quarter Ending:	Cases With Current Liability <sup>(1)</sup>	Cases Contributing Towards Current Liability <sup>(1,2)</sup>	of which		% With Contribution Towards Current Liability <sup>(1,2)</sup>	Full Liability Satisfied via the Collection Service in Quarter <sup>(1,2,3)</sup>	% With Full Liability Satisfied via the Collection Service in Quarter <sup>(1,2,3)</sup>
			Contribution Towards Current Liability via Collection Service <sup>(1,2)</sup>	Contribution Towards Current Liability via Maintenance Direct <sup>(1,2)</sup>			
Jan-12	730,600	605,300	435,700	169,600	82.9%	343,000	61.1%
Feb-12	733,100	610,700	439,900	170,700	83.3%	346,700	61.7%
Mar-12	737,000	619,300	447,300	172,000	84.0%	345,400	61.1%
Apr-12	738,300	621,700	449,400	172,300	84.2%	343,500	60.7%
May-12	740,000	623,200	450,500	172,600	84.2%	338,300	59.6%
Jun-12	739,400	621,200	448,500	172,700	84.0%	342,100	60.4%
Jul-12	742,600	621,100	447,900	173,200	83.6%	336,900	59.2%
Aug-12	745,000	621,600	448,000	173,600	83.4%	341,100	59.7%
Sep-12	745,500	620,000	446,300	173,700	83.2%	333,300	58.3%
Oct-12	746,600	619,100	445,000	174,200	82.9%	335,100	58.5%
Nov-12	749,500	620,600	445,800	174,800	82.8%	344,200	59.9%
Dec-12	760,400	629,400	450,600	178,800	82.8%	333,700	57.4%
Jan-13	763,000	631,000	451,500	179,500	82.7%	350,600	60.1%
Feb-13	767,100	636,100	455,500	180,700	82.9%	353,000	60.2%
Mar-13	772,600	646,400	464,500	181,900	83.7%	350,700	59.4%
Apr-13	775,200	649,500	466,800	182,700	83.8%	358,000	60.4%
May-13	779,900	654,800	471,000	183,800	84.0%	360,600	60.5%
Jun-13	783,400	656,300	471,300	185,000	83.8%	363,500	60.7%
Jul-13	785,900	659,400	473,700	185,700	83.9%	356,000	59.3%
Aug-13	785,000	659,700	473,700	186,000	84.0%	362,500	60.5%
Sep-13	778,700	651,700	465,800	185,800	83.7%	351,400	59.3%
Oct-13	773,400	646,300	460,400	185,900	83.6%	350,200	59.6%
Nov-13	767,300	642,900	456,800	186,100	83.8%	353,300	60.8%
Dec-13	759,800	639,100	452,900	186,200	84.1%	337,600	58.9%
Jan-14	751,100	633,600	448,000	185,600	84.4%	357,800	63.3%
Feb-14	745,300	630,400	445,000	185,500	84.6%	353,600	63.2%
Mar-14	738,500	631,900	446,900	185,000	85.6%	354,400	64.0%
Apr-14	730,100	627,400	443,000	184,400	85.9%	342,200	62.7%
May-14	722,000	622,400	438,700	183,700	86.2%	347,600	64.6%
Jun-14	713,500	615,300	431,600	183,700	86.2%	341,500	64.5%
Jul-14	707,300	612,000	428,200	183,800	86.5%	336,600	64.3%
Aug-14	700,500	605,600	421,700	183,900	86.4%	326,600	63.2%
Sep-14	688,300	595,300	411,800	183,500	86.5%	325,000	64.4%

Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance). This includes cases due to pay via Maintenance Direct.
- 2) A case is classed as paying towards their liability if a payment has been received in the previous quarter, or the case is classed as Maintenance Direct at the end of the quarter.
- 3)
  - a. 'Full Liability' satisfied within quarter includes those cases who have paid 90% or more of the accrued liability via the collection service within the quarter. Maintenance direct cases are not included in this category, as it is assumed that money is flowing between parents.
  - b. A methodology change has been implemented to include further cases for calculating the amount of liability satisfied via the collection service. This has been implemented back to January 2012 and consequently figures in the Full Liability column may differ to previous releases.

**Table 26: Percentage of Liability Paid in Quarter**

This shows the percentage of liability being paid each quarter, for cases due to pay via the collection service.

Quarter Ending:	Cases With Current Liability via the Collection Service <sup>(1)</sup>	0% <sup>(1,4)</sup>		Less than 10% <sup>(1,4)</sup>		10% to 19.9% <sup>(1,4)</sup>		20% to 29.9% <sup>(1,4)</sup>		30% to 39.9% <sup>(1,4)</sup>		40% to 49.9% <sup>(1,4)</sup>		50% to 59.9% <sup>(1,4)</sup>		60% to 69.9% <sup>(1,4)</sup>		70% to 79.9% <sup>(1,4)</sup>		80% to 89.9% <sup>(1,4)</sup>		Cases Paying Full Liability <sup>(1,3,4)</sup>	
		Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>
Jan-12	560,900	125,300	22.3%	6,600	1.2%	9,000	1.6%	6,200	1.1%	13,300	2.4%	8,800	1.6%	9,400	1.7%	14,400	2.6%	13,100	2.3%	11,700	2.1%	343,000	61.1%
Feb-12	562,300	122,400	21.8%	6,600	1.2%	9,500	1.7%	7,000	1.2%	12,100	2.1%	8,300	1.5%	9,900	1.8%	14,200	2.5%	14,600	2.6%	11,100	2.0%	346,700	61.7%
Mar-12	565,000	117,800	20.8%	6,800	1.2%	9,800	1.7%	7,200	1.3%	13,100	2.3%	9,100	1.6%	11,700	2.1%	17,000	3.0%	13,800	2.4%	13,400	2.4%	345,400	61.1%
Apr-12	566,000	116,600	20.6%	6,800	1.2%	9,500	1.7%	6,900	1.2%	14,800	2.6%	10,300	1.8%	11,300	2.0%	18,800	3.3%	14,300	2.5%	13,200	2.3%	343,500	60.7%
May-12	567,300	116,800	20.6%	6,800	1.2%	10,200	1.8%	8,600	1.5%	14,100	2.5%	10,500	1.9%	9,600	1.7%	19,300	3.4%	14,400	2.5%	18,800	3.3%	338,300	59.6%
Jun-12	566,700	118,200	20.9%	6,300	1.1%	10,000	1.8%	6,600	1.2%	15,500	2.7%	11,000	1.9%	8,300	1.5%	22,700	4.0%	14,600	2.6%	11,500	2.0%	342,100	60.4%
Jul-12	569,500	121,500	21.3%	6,400	1.1%	9,900	1.7%	8,200	1.4%	13,600	2.4%	10,600	1.9%	9,600	1.7%	18,600	3.3%	14,200	2.5%	19,900	3.5%	336,900	59.2%
Aug-12	571,400	123,400	21.6%	6,400	1.1%	10,300	1.8%	7,100	1.2%	14,600	2.5%	10,800	1.9%	9,100	1.6%	21,100	3.7%	14,100	2.5%	13,400	2.3%	341,100	59.7%
Sep-12	571,800	125,500	22.0%	6,600	1.1%	9,800	1.7%	7,900	1.4%	14,400	2.5%	10,700	1.9%	9,700	1.7%	20,200	3.5%	14,500	2.5%	19,400	3.4%	333,300	58.3%
Oct-12	572,400	127,500	22.3%	6,700	1.2%	10,200	1.8%	7,900	1.4%	12,600	2.2%	10,200	1.8%	10,500	1.8%	17,400	3.0%	14,300	2.5%	19,800	3.5%	335,100	58.5%
Nov-12	574,600	128,900	22.4%	6,500	1.1%	10,700	1.9%	6,800	1.2%	14,000	2.4%	10,500	1.8%	9,600	1.7%	18,200	3.2%	13,400	2.3%	11,900	2.1%	344,200	59.9%
Dec-12	581,600	131,000	22.5%	6,500	1.1%	10,200	1.8%	8,400	1.4%	13,300	2.3%	9,800	1.7%	13,500	2.3%	17,000	2.9%	15,300	2.6%	22,900	3.9%	337,700	57.4%
Jan-13	583,400	132,000	22.6%	6,800	1.2%	10,500	1.8%	6,700	1.1%	14,600	2.5%	10,000	1.7%	9,000	1.5%	17,300	3.0%	14,100	2.4%	12,000	2.1%	350,600	60.1%
Feb-13	586,400	131,000	22.3%	6,700	1.1%	10,600	1.8%	7,000	1.2%	12,900	2.2%	9,400	1.6%	9,900	1.7%	18,600	3.2%	15,200	2.6%	12,300	2.1%	353,000	60.2%
Mar-13	590,700	126,200	21.4%	6,800	1.2%	9,500	1.6%	6,900	1.2%	14,700	2.5%	10,400	1.8%	11,300	1.9%	22,700	3.8%	17,100	2.9%	14,300	2.4%	350,700	59.4%
Apr-13	592,500	125,700	21.2%	7,000	1.2%	10,500	1.8%	6,700	1.1%	14,900	2.5%	10,200	1.7%	11,100	1.9%	19,300	3.3%	15,100	2.5%	14,000	2.4%	358,000	60.4%
May-13	596,100	125,200	21.0%	6,900	1.2%	10,700	1.8%	7,500	1.3%	15,000	2.5%	11,600	1.9%	9,000	1.5%	20,800	3.5%	14,700	2.5%	14,200	2.4%	360,600	60.5%
Jun-13	598,400	127,100	21.2%	6,600	1.1%	10,300	1.7%	6,800	1.1%	15,600	2.6%	11,800	2.0%	8,700	1.4%	20,900	3.5%	15,400	2.6%	11,800	2.0%	363,500	60.7%
Jul-13	600,200	126,500	21.1%	6,700	1.1%	10,200	1.7%	8,300	1.4%	14,300	2.4%	11,600	1.9%	10,100	1.7%	19,300	3.2%	15,700	2.6%	21,400	3.6%	356,000	59.3%
Aug-13	599,000	125,300	20.9%	6,800	1.1%	9,500	1.6%	6,300	1.1%	15,700	2.6%	11,500	1.9%	8,800	1.5%	24,300	4.1%	16,000	2.7%	12,300	2.1%	362,500	60.5%
Sep-13	592,900	127,000	21.4%	6,300	1.1%	9,500	1.6%	7,600	1.3%	14,300	2.4%	11,500	1.9%	9,800	1.7%	19,100	3.2%	15,700	2.7%	20,600	3.5%	351,400	59.3%
Oct-13	587,500	127,000	21.6%	6,300	1.1%	9,500	1.6%	7,500	1.3%	13,600	2.3%	10,700	1.8%	9,600	1.6%	19,400	3.3%	14,900	2.5%	18,600	3.2%	350,200	59.6%
Nov-13	581,200	124,500	21.4%	6,300	1.1%	9,000	1.6%	6,200	1.1%	14,900	2.6%	11,500	2.0%	7,900	1.4%	22,200	3.8%	14,200	2.4%	11,300	1.9%	353,300	60.8%
Dec-13	573,600	120,600	21.0%	6,100	1.1%	8,900	1.5%	7,400	1.3%	12,900	2.2%	9,900	1.7%	10,400	1.8%	21,500	3.7%	16,500	2.9%	21,700	3.8%	337,600	58.9%
Jan-14	565,500	117,500	20.8%	5,800	1.0%	8,600	1.5%	5,500	1.0%	13,400	2.4%	9,300	1.6%	7,700	1.4%	16,200	2.9%	13,100	2.3%	10,600	1.9%	357,800	63.3%
Feb-14	559,800	114,800	20.5%	5,700	1.0%	8,300	1.5%	5,800	1.0%	12,000	2.1%	9,100	1.6%	7,600	1.3%	17,900	3.2%	14,600	2.6%	10,400	1.9%	353,600	63.2%
Mar-14	553,500	106,600	19.3%	5,600	1.0%	8,200	1.5%	5,700	1.0%	12,800	2.3%	9,100	1.6%	9,300	1.7%	16,700	3.0%	13,000	2.3%	12,000	2.2%	354,400	64.0%
Apr-14	545,700	102,700	18.8%	5,600	1.0%	8,500	1.6%	5,700	1.0%	13,100	2.4%	9,800	1.8%	8,700	1.6%	22,200	4.1%	14,900	2.7%	12,200	2.2%	342,200	62.7%
May-14	538,300	99,600	18.5%	5,400	1.0%	8,100	1.5%	5,300	1.0%	12,500	2.3%	9,700	1.8%	7,000	1.3%	19,500	3.6%	13,200	2.4%	10,400	1.9%	347,600	64.6%
Jun-14	529,900	98,300	18.5%	5,300	1.0%	7,800	1.5%	5,100	1.0%	13,000	2.4%	9,300	1.8%	6,700	1.3%	19,400	3.7%	13,100	2.5%	10,300	1.9%	341,500	64.5%
Jul-14	523,500	95,300	18.2%	4,800	0.9%	7,800	1.5%	5,800	1.1%	11,000	2.1%	9,100	1.7%	7,400	1.4%	16,000	3.1%	13,300	2.5%	16,300	3.1%	336,600	64.3%
Aug-14	516,600	94,900	18.4%	4,800	0.9%	7,100	1.4%	5,600	1.1%	10,800	2.1%	9,500	1.8%	7,600	1.5%	18,400	3.6%	14,000	2.7%	17,300	3.4%	326,600	63.2%
Sep-14	504,900	93,100	18.4%	4,700	0.9%	7,000	1.4%	5,500	1.1%	10,300	2.0%	8,400	1.7%	7,000	1.4%	14,600	2.9%	12,300	2.4%	16,900	3.4%	325,000	64.4%



Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Maintenance Direct Cases are not included within this table, as receipts are not held on the CSA computer systems to show how much money is flowing between parents. This is to show a more realistic performance overview of the collection service.
- 2) Percentages are based on the amount of money received in each quarter compared to the accrued liability in each quarter.
- 3) 'Full Liability' satisfied within quarter includes those cases who have paid 90% or more of the accrued liability via the collection service within the quarter. Maintenance direct cases are not included in this category.
- 4) A methodology change has been implemented to include further cases for calculating the amount of liability satisfied via the collection service. This has been implemented back to January 2012 and consequently the percentage breakdowns and Full Liability figures may differ to previous releases.

## Annex B – Historical Tables

The following tables are historical tables from previous publications. These will not be updated with new information.

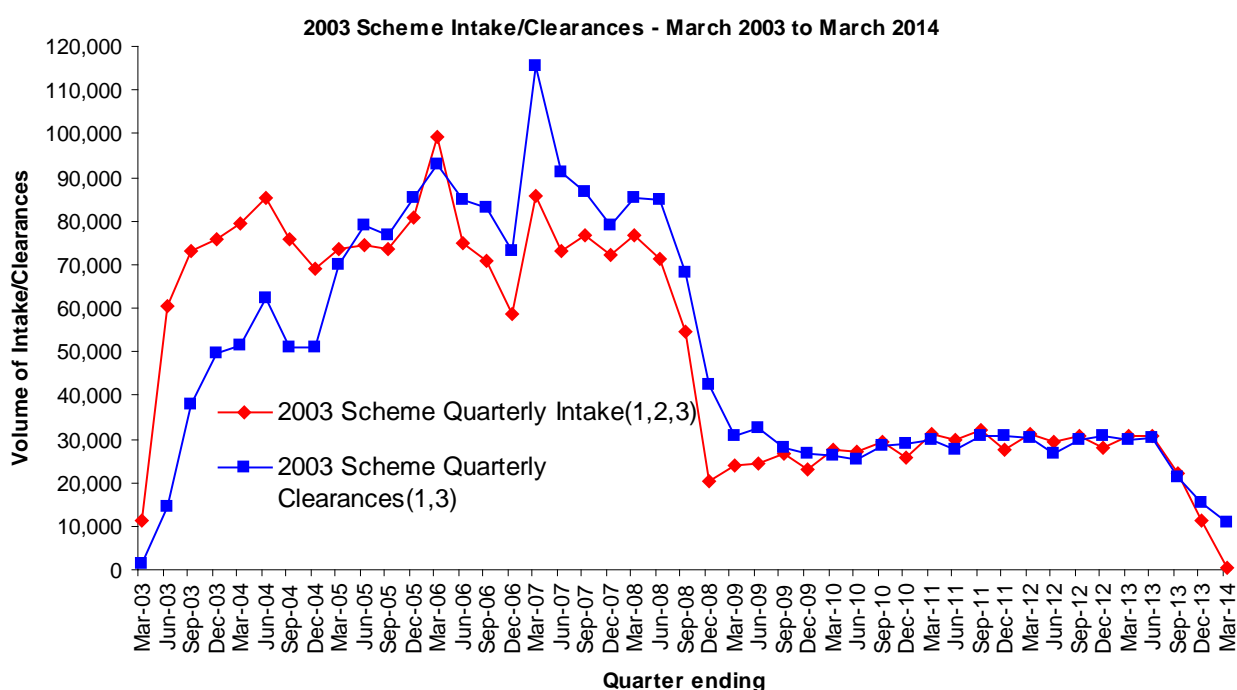
### Intake, Clearances and Uncleared work

This shows the total intake of 2003 Scheme applications, total clearances and total remaining uncleared applications up until March 2014.

Following fluctuations in both 2003 Scheme Intake and Clearance figures prior to December 2008, the volumes began to even out at approximately 30,000. In the quarters prior to March 2014 the figures reduced significantly due to the pathfinder approach into launching the new 2012 Scheme. Starting on 10 December 2012 all new applications with four or more children relating to the same parent with care and non resident parent were accepted onto the 2012 Scheme. From 29 July 2013 the 2012 Scheme was opened up to cases with two or more children, where at least two of the children relate to the same non resident parent. As of 25 November 2013 all applications are being accepted onto the 2012 Scheme, hence intake figures onto the 2003 Scheme are no longer suitable for reporting and will remain as at March 2014.

Intake figures on the 2012 scheme are available in the [Experimental Statistics on the 2012 scheme](#) for the period between August 2013 and May 2014.

**Graph 10: 2003 Scheme Intake/Clearances**



**Table 27: Intake/Clearances and Uncleared work**

This shows the total intake of 2003 Scheme applications, total clearances and total remaining uncleared applications.

Quarter Ending:	2003 Scheme		Total Uncleared Applications <sup>(3,4)</sup>	Uncleared 2003 Scheme Applications <sup>(3,4)</sup>	Uncleared 1993 Scheme Applications <sup>(3,4,5)</sup>
	Quarterly Intake <sup>(1,3,6)</sup>	Quarterly Clearances <sup>(1,3)</sup>			
Mar-03	11,100	1,400	259,900	17,600	242,300
Jun-03	60,500	14,600	279,600	63,500	216,100
Sep-03	73,300	37,900	293,800	98,800	195,000
Dec-03	75,700	49,400	288,200	125,100	163,100
Mar-04	79,600	51,600	295,600	153,100	142,600
Jun-04	85,200	62,300	296,300	176,000	120,300
Sep-04	75,700	50,900	306,200	200,800	105,400
Dec-04	68,800	51,100	317,300	218,500	98,800
Mar-05	73,600	70,000	309,700	222,100	87,600
Jun-05	74,300	78,800	294,900	217,700	77,300
Sep-05	73,400	76,500	284,300	214,500	69,700
Dec-05	80,800	85,200	274,000	210,100	63,900
Mar-06	99,200	92,800	277,300	216,500	60,800
Jun-06	75,000	84,700	265,700	206,800	58,900
Sep-06	71,000	83,200	246,600	194,600	52,000
Dec-06	58,500	72,900	224,400	176,900	47,500
Mar-07	85,500	115,300	184,400	147,200	37,200
Jun-07	73,300	91,000	162,900	131,500	31,400
Sep-07	76,800	86,700	147,400	121,300	26,100
Dec-07	72,400	79,100	136,500	113,500	23,000
Mar-08	76,900	85,400	121,800	101,500	20,300
Jun-08	71,200	84,600	104,900	86,800	18,000
Sep-08	54,500	68,200	88,100	72,700	15,400
Dec-08	20,400	42,600	62,100	49,800	12,400
Mar-09	24,000	30,700	43,600	39,000	4,600
Jun-09	24,200	32,300	30,000	28,300	1,600
Sep-09	26,500	28,100	26,000	24,700	1,300
Dec-09	22,800	26,500	20,100	18,900	1,200
Mar-10	27,300	26,300	18,000	17,900	100
Jun-10	27,000	25,400	18,400	18,300	100
Sep-10	29,300	28,200	18,200	18,100	100
Dec-10	25,500	28,900	13,500	13,500	-
Mar-11	31,000	29,600	14,100	-	-
Jun-11	29,700	27,400	15,800	-	-
Sep-11	32,100	30,800	16,600	-	-
Dec-11	27,300	30,700	12,800	-	-
Mar-12	31,000	30,300	13,100	-	-
Jun-12	29,200	26,700	15,200	-	-
Sep-12	30,900	29,600	16,100	-	-
Dec-12	28,100	30,800	12,800	-	-
Mar-13	30,800	30,000	13,200	-	-
Jun-13	30,900	30,400	13,400	-	-
Sep-13	22,300	21,100	14,500	-	-
Dec-13	11,500	15,500	10,600	-	-
Mar-14	500	10,800	500	-	-

## Notes:

1) Intake and clearances figures include 2003 statutory scheme cases, excluding the performance of cases managed off system.

2)

- a. A 2003 Scheme clearance is defined under the following circumstances; If a maintenance calculation has been carried out and a payment arrangement between the parent with care and the non resident parent is in place; an application has

been cancelled or withdrawn; a maintenance calculation has been carried out and nil liability established; or the application has been closed.

- b. Intake figures count applications for Child Support. Not all applications become live cases. Similarly, clearances count all applications cleared and not just live cases.
  - c. A change in legislation in October 2008 removed the compulsion for parents with care on income based benefits (Income Support or Jobseeker's Allowance (Income Based)) to pursue a claim for child support through the Agency. After this date, it was expected that some parents with care would opt to end their child support claim with CSA.
  - d. In the run up to the change, a further legislative repeal in July 2008 meant that single parents making a new claim for income based benefit would no longer be referred to CSA. Some will have made direct arrangements with the Agency, but they are not compelled to do so.
- 3)
- a. In January and February 2007 CSA implemented a computer system change to free-up applications that could not be progressed due to system issues. The change involved the deletion of around 11,750 2003 Scheme applications and the subsequent re-entry of the vast majority back onto the system. This has had the impact of artificially increasing the clearance and intake figures for January and February by 1,500 and 10,250 respectively.
  - b. A small sample of cases indicates that most uncleared applications reported as 1993 Scheme were in fact 2003 Scheme.
- 4) Uncleared application figures include the performance of cases managed off system from October 2006.
- 5) 1993 Scheme uncleared applications relate to cases that have not been assessed.
- 6) Intake figures in this table may differ from intake figures on page 70 (table 28). Intake figures in the table above are based on the date the case was first entered on the CS2 computer system. Intake figures on page 70 (table 28) are based on the date when a customer first made contact with the Agency.
- 7) The Agency is still receiving a small number of new applications on the 2003 scheme. These relate to applications which cannot be made to the 2012 scheme because either an existing scheme case is open or their liability ended less than 13 weeks before the non resident parent or parent with care contacted the Agency. We also expect there to be some residual handling issues, which require a small number of cases to be processed on the 2003 scheme rather than the 2012 scheme.

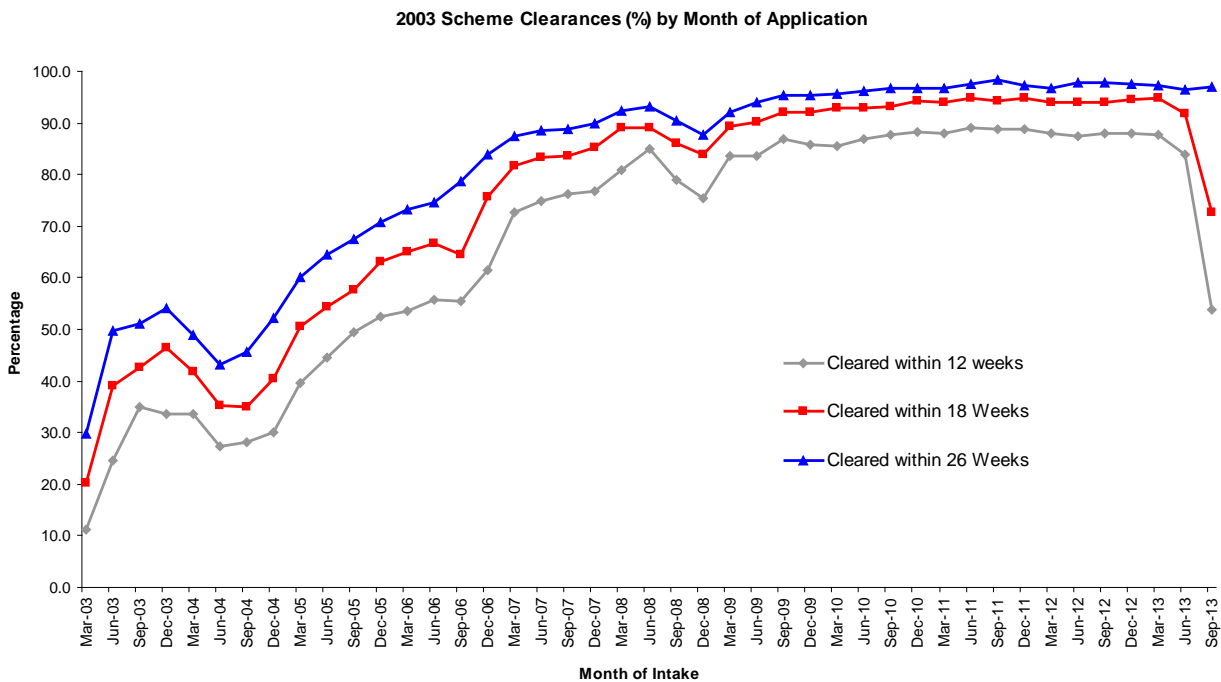
# Time to Clear Applications

This shows the length of time taken to clear applications received by the Agency each month.

From 25 November 2013, all intake of new applications are progressed on the 2012 Scheme. The focus on the remaining applications on 2003 scheme was to clear as many as possible by March 2014 regardless of the receipt date, which has resulted in the decrease in the clearance measure. Due to the impact of all applications now being processed on the 2012 Scheme, the clearance data has only been updated up to December 2013.

- As can be seen in Graph 11, there was a fall in percentage of applications cleared within 12 and 18 weeks for the intake received in September 2013. Prior to this the percentage of applications cleared has remained fairly consistent since December 2008 for the 12, 18 and 26 week clearance timeframes. 97.1% of September 2013 intake was cleared within 26 weeks, which is in line with the previous trend, and an increase when compared to the June 2013 figure of 96.4%.

**Graph 11: Time to Clear Applications**



**Table 28: Time to Clear Applications**

This shows the length of time taken to clear applications received by the Agency each month.

Month of Intake	Intake <sup>(1)</sup>	Within 12 weeks <sup>(2)</sup>	%	Within 18 weeks <sup>(2)</sup>	%	Within 26 weeks <sup>(2)</sup>	%	Total cleared <sup>(2)</sup>	%	Not cleared <sup>(4)</sup>	%
Mar-03	17,300	1,900	11.2	3,500	20.2	5,100	29.7	17,300	99.9*	-	0.1*
Jun-03	21,100	5,200	24.5	8,300	39.1	10,500	49.7	21,100	99.9*	-	0.1*
Sep-03	23,400	8,200	35.0	9,900	42.5	11,900	51.1	23,300	99.9*	-	0.1*
Dec-03	17,300	5,800	33.5	8,000	46.4	9,400	54.0	17,300	99.9*	-	0.1*
Mar-04	28,400	9,500	33.6	11,800	41.7	13,900	49.0	28,400	99.9*	-	0.1*
Jun-04	25,400	6,900	27.3	8,900	35.2	10,900	43.1	25,400	99.9*	-	0.1*
Sep-04	23,000	6,500	28.1	8,000	34.9	10,500	45.7	23,000	99.9*	-	0.1*
Dec-04	17,700	5,300	30.1	7,100	40.4	9,200	52.2	17,600	99.9*	-	0.1*
Mar-05	23,000	9,100	39.7	11,600	50.5	13,800	60.1	23,000	99.9*	-	0.1*
Jun-05	22,500	10,000	44.6	12,200	54.3	14,500	64.4	22,500	99.9*	-	0.1*
Sep-05	23,200	11,500	49.5	13,300	57.6	15,700	67.6	23,200	99.9*	-	0.1*
Dec-05	21,200	11,200	52.5	13,400	63.0	15,000	70.8	21,200	99.9*	-	0.1*
Mar-06	30,900	16,500	53.5	20,100	65.0	22,600	73.1	30,900	99.9*	-	0.1*
Jun-06	23,500	13,100	55.7	15,700	66.7	17,500	74.5	23,500	99.9*	-	0.1*
Sep-06	20,700	11,500	55.4	13,400	64.6	16,300	78.8	20,700	99.9*	-	0.1*
Dec-06	15,100	9,300	61.4	11,400	75.6	12,700	83.9	15,100	99.9*	-	0.1*
Mar-07	26,200	19,100	72.6	21,500	81.7	23,000	87.5	26,200	99.9*	-	0.1*
Jun-07	25,000	18,700	74.8	20,800	83.2	22,100	88.4	25,000	99.9*	-	0.1*
Sep-07	24,200	18,400	76.2	20,200	83.6	21,500	88.9	24,200	99.9*	-	0.1*
Dec-07	17,200	13,300	76.9	14,700	85.2	15,500	90.0	17,200	99.9*	-	0.1*
Mar-08	20,700	16,700	80.9	18,400	89.2	19,100	92.3	20,700	99.9*	-	0.1*
Jun-08	23,200	19,700	84.9	20,700	89.2	21,600	93.1	23,200	99.9*	-	0.1*
Sep-08	12,100	9,600	79.0	10,400	86.1	11,000	90.4	12,100	99.8*	-	0.2*
Dec-08	5,200	3,900	75.5	4,400	83.9	4,600	87.6	5,200	99.7*	-	0.3*
Mar-09	7,800	6,500	83.6	7,000	89.3	7,200	92.2	7,800	99.8*	-	0.2*
Jun-09	8,600	7,200	83.7	7,700	90.1	8,100	94.0	8,600	99.9*	-	0.1*
Sep-09	9,300	8,100	86.9	8,500	92.1	8,800	95.4	9,300	99.9*	-	0.1*
Dec-09	5,600	4,800	85.9	5,200	92.1	5,300	95.3	5,600	100.0*	-	0.0*
Mar-10	10,000	8,600	85.4	9,300	92.8	9,600	95.7	10,000	100.0*	-	0.0*
Jun-10	9,908	8,600	87.0	9,200	92.9	9,500	96.1	9,900	100.0*	-	0.0*
Sep-10	10,300	9,000	87.7	9,600	93.1	9,900	96.6	10,300	100.0*	-	0.0*
Dec-10	5,800	5,100	88.2	5,500	94.3	5,600	96.6	5,800	99.9*	-	0.1*
Mar-11	10,900	9,600	88.1	10,200	94.0	10,500	96.7	10,900	100.0*	-	0.0*
Jun-11	10,600	9,400	89.1	10,000	94.7	10,300	97.6	10,600	100.0*	-	0.0*
Sep-11	11,300	10,100	88.8	10,700	94.2	11,100	98.3	11,300	100.0*	-	0.0*
Dec-11	6,800	6,100	88.9	6,500	94.8	6,600	97.2	6,800	100.0*	-	0.0*
Mar-12	10,400	9,200	88.0	9,800	94.1	10,100	96.7	10,400	100.0*	-	0.0*
Jun-12	9,212	8,100	87.5	8,700	94.0	9,000	97.7	9,200	100.0*	-	0.0*
Sep-12	10,400	9,200	88.0	9,800	93.9	10,200	97.7	10,400	99.9*	-	0.1*
Dec-12	6,800	5,900	88.0	6,400	94.4	6,600	97.5	6,800	100.0*	-	0.0*
Mar-13	9,300	8,100	87.7	8,800	94.8	9,000	97.4	9,300	99.9*	-	0.1*
Jun-13	9,244	7,800	84.0	8,500	91.7	8,900	96.4	9,200	99.8*	-	0.2*
Sep-13	6,600	3,500	53.7	4,800	72.8	6,400	97.1*	6,500	98.9*	100	1.1*
Dec-13	100	-	-	-	-	-	-	-	-	-	-

Notes:

- Intake figures in this table may differ from intake figures on page 67 (table 27). Intake figures in the above table are based on the date when a customer first made contact with the Agency. Intake figures on page 67 (table 27) are based on the date the case was first entered on the CS2 computer system. The Agency is still receiving a small number of new applications on the 2003 scheme. These relate to applications which cannot be made to the 2012 scheme because either an existing scheme case is open or their liability ended less than 13 weeks before the non resident parent or parent with care contacted the Agency. We also expect

there to be some residual handling issues, which require a small number of cases to be processed on the 2003 scheme rather than the 2012 scheme.

- 2)
  - a. A clearance above is defined under the following circumstances; If a maintenance calculation has been carried out and recorded as Maintenance Direct; (Maintenance Direct is a payment arrangement between the parent with care and the non resident parent is in place); an application has been cancelled or withdrawn; a maintenance calculation has been carried out and nil liability established; a parent with care has been identified as claiming Good Cause or is subject to a Reduced Benefit Decision; or the application has been closed.
  - b. Figures are calculated by counting applications for Child Support. Not all applications become live cases.
  - c. Time to clearance is calculated as the time from first contact with the non resident parent or parent with care until clearance of the application.
  - d. "\*" indicates that the time band is incomplete. This means that whilst some cases will have been cleared within the time band, since the period had not yet fully elapsed, complete data is not available to allow meaningful comparison with earlier periods.
- 3) The number of applications cleared, applications uncleared and the percentages from the December 2013 intake are not included in this table due to rounding. This is denoted by "-".

## Old Methodologies

In December 2013 some of the methodologies, included in the CSA QSS, changed following an external consultation. The following tables are based on old methodologies and are for information purposes only. The [last publication using the old methodologies](#) covers data up to September 2013.

**Table 29: Quarterly Caseload by Scheme: Live and Assessed Cases**

Quarter ending:	Overall Agency <sup>(1,2)</sup>	2003 Scheme <sup>(1)</sup>	1993 Scheme <sup>(1,2)</sup>
Mar-03	995,100	100	995,000
Jun-03	992,400	7,100	985,400
Sep-03	999,700	34,100	965,600
Dec-03	1,000,700	65,200	935,400
Mar-04	1,007,600	97,400	910,200
Jun-04	1,016,900	123,500	893,500
Sep-04	1,027,200	146,600	880,600
Dec-04	1,037,900	169,600	868,300
Mar-05	1,054,200	198,600	855,500
Jun-05	1,074,100	229,100	845,000
Sep-05	1,091,400	260,300	831,100
Dec-05	1,110,100	293,700	816,400
Mar-06	1,133,400	333,000	800,400
Jun-06	1,152,900	364,700	788,200
Sep-06	1,168,100	392,500	775,600
Dec-06	1,166,300	418,700	747,600
Mar-07	1,181,000	460,700	720,300
Jun-07	1,205,200	497,600	707,600
Sep-07	1,224,600	529,900	694,700
Dec-07	1,226,400	556,700	669,700
Mar-08	1,237,100	585,200	651,800
Jun-08	1,263,600	631,500	632,100
Sep-08	1,265,200	645,000	620,200
Dec-08	1,263,500	656,200	607,300
Mar-09	1,245,000	666,100	578,800
Jun-09	1,234,400	674,000	560,400
Sep-09	1,219,100	680,400	538,700
Dec-09	1,213,100	691,200	521,900
Mar-10	1,150,800	707,400	443,300
Jun-10	1,150,800	721,300	429,500
Sep-10	1,153,900	738,300	415,600
Dec-10	1,152,200	753,400	398,800
Mar-11	1,145,700	769,200	376,500
Jun-11	1,143,400	781,500	362,000
Sep-11	1,142,600	795,000	347,600
Dec-11	1,140,500	808,700	331,800
Mar-12	1,128,400	818,000	310,400
Jun-12	1,118,200	826,200	292,000
Sep-12	1,113,900	839,300	274,600
Dec-12	1,115,400	853,600	261,800

Notes:

1)

- a. Figures from April 2008 reflect the performance of cases managed off system.
- b. Figures include 1993 Scheme cases with a full or interim maintenance assessment as well as 2003 Scheme cases with a full maintenance calculation or default maintenance decision.



- c. Cases which are recorded as Maintenance Direct are included in the live and assessed caseload measure due to the fact that the Maintenance Calculation is worked out by the CSA and maintained on the agency system. Clients can come back to the CSA if there is a default on their payment or to request a new calculation.
  - d. Live and assessed caseload includes open cases with an ongoing child maintenance liability, cases which have been assessed as nil liability and cases where arrears of maintenance have been requested.
- 2)
- a. A drop in the caseload can be seen from January 2010 which can be attributed to the removal of suspended cases on the CSCS computer system.
  - b. 1993 Scheme figures include cases held on the CSCS computer system. CSCS data included in this table is based on a 5% sample.

**Table 30: Cases/Children Benefiting from Maintenance**

Overall Agency Cases - in which:				
Quarter ending:	Maintenance due <sup>(1,2)</sup>	Positive outcome <sup>(1,3)</sup>	% with positive outcome <sup>(1,3)</sup>	Children benefiting from maintenance <sup>(1,4)</sup>
Mar-03	538,400	378,300	70.3	548,100
Jun-03	534,900	372,500	69.6	539,100
Sep-03	549,200	370,100	67.4	534,300
Dec-03	558,200	372,400	66.7	534,500
Mar-04	575,300	379,200	65.9	537,500
Jun-04	589,300	385,100	65.3	542,600
Sep-04	605,900	390,800	64.5	548,200
Dec-04	630,900	398,000	63.1	554,900
Mar-05	642,100	403,800	62.9	561,100
Jun-05	660,000	415,100	62.9	574,700
Sep-05	677,700	424,800	62.7	586,400
Dec-05	697,000	436,800	62.7	599,600
Mar-06	719,700	454,300	63.1	623,000
Jun-06	736,600	470,300	63.8	644,500
Sep-06	751,700	481,200	64.0	656,800
Dec-06	762,100	490,400	64.3	666,300
Mar-07	778,200	504,400	64.8	683,300
Jun-07	804,500	520,800	64.7	703,100
Sep-07	825,100	535,800	64.9	722,800
Dec-07	827,300	540,600	65.3	721,900
Mar-08	840,100	561,400	66.8	749,300
Jun-08	852,700	578,700	67.9	771,300
Sep-08	855,700	588,300	68.7	781,600
Dec-08	857,500	577,200	67.3	759,600
Mar-09	841,000	593,500	70.6	780,500
Jun-09	835,900	604,200	72.3	793,900
Sep-09	834,000	610,500	73.2	799,300
Dec-09	831,900	619,400	74.5	809,800
Mar-10	840,000	647,700	77.1	845,700
Jun-10	843,100	648,400	76.9	849,100
Sep-10	854,100	653,300	76.5	850,800
Dec-10	854,300	647,500	75.8	841,800
Mar-11	861,700	668,600	77.6	867,800
Jun-11	862,100	669,400	77.6	868,700
Sep-11	872,000	678,300	77.8	876,100
Dec-11	876,300	683,800	78.0	882,600
Mar-12	872,900	695,800	79.7	899,700
Jun-12	864,600	696,500	80.6	900,800
Sep-12	872,800	698,200	80.0	899,400
Dec-12	882,200	701,500	79.5	902,500

## Notes:

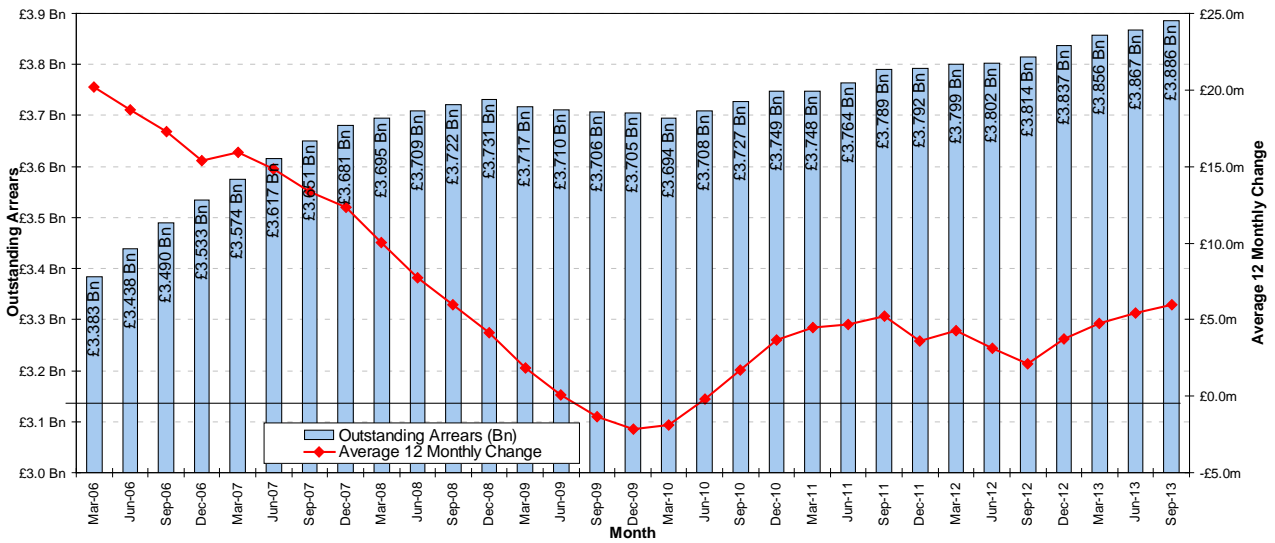
- 1)
  - a. Figures from October 2006 reflect the performance of cases managed off system as well as cases on the CS2 and CSCS computer systems.
  - b. Figures include 1993 Scheme cases held on the CSCS computer system. CSCS data included in this table is based on a 5% sample.
- 2) Cases are classed as having maintenance due if an ongoing liability to pay maintenance exists or arrears of maintenance have been requested. This group of cases consists of assessed not charging, compliant, nil compliant, maintenance direct and others with receipts. Definitions based on old methodologies can be found on page 9 of the [September 2013 QSS](#).
- 3) Cases are counted as having a positive maintenance outcome if they have received a payment via the collection service in the quarter or have a maintenance direct agreement in place. Maintenance Direct cases account for approximately 27% of the positive

outcomes reported in the quarter to September 2013. Cases are classed as maintenance direct if this is their status at the end of the quarter.

- 4) Qualifying children are counted as receiving maintenance or with a maintenance direct agreement in place if the relevant case has received a payment via the collection service in the last three months or has a maintenance direct agreement in place. An average of 1.35 children per case has been used for positive outcome cases progressed off system. This is based on checking a sample of off system case papers.

### Graph 12: Outstanding Maintenance Arrears

To provide further historical data the graph below is included with data up to September 2013. The data is sourced from the Agency's General Ledger and shows the gross arrears position of non-resident parents at the end of each quarter.



**Notes:**

- 1) Figures show the gross arrears position at the end of each quarter sourced from the Agency's General Ledger.
- 2) Figures for 12/13 onwards have yet to be audited and finalised. Following publication of the 2008/09, 2009/10 and 2011/12 Client Fund Accounts, outstanding arrears figures have been adjusted. See accounts publications for further detail on changes: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/221407/cmec-client-funds-account-2011-12.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/221407/cmec-client-funds-account-2011-12.pdf)
- 3) Adjustments have also been made from 2012/13 onwards which are yet to be agreed with National Audit Office.

**Further Information**

For further details, visit: <https://www.gov.uk/government/organisations/department-for-work-pensions/series/child-support-agency-quarterly-summary-statistics--2>