



Department
for Work &
Pensions

Experimental Statistics on 2012 Scheme administered by the Child Maintenance Service

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Introduction

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

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

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

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

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/284280/2012_scheme_public_info_strategy.pdf

Background

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

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

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

least two qualifying children with the same two parents named in the application. On 25 November 2013, the scheme opened up to all new applicants.

From July 2014, application fees were introduced when applying to the 2012 scheme, along with charges for certain enforcement activities. Collection charges were introduced for using the Child Maintenance Service to collect and pay maintenance from August 2014.

The 1993 and 2003 statutory schemes continue to be delivered by the Child Support Agency (CSA). However, over time the 2012 Scheme will be the only child support scheme in operation. The process to close CSA cases began on 30 June 2014 and is expected to take around three years.

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

Methodology

Data Sources

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

Compliance information is sourced from an automated report.

Service Type information is sourced direct from the Siebel source system.

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

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

Complaints information for the 2012 statutory scheme is collated clerically.

Definitions

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

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

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

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

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

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

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

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

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

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

General

Changes to this publication

Following the introduction of application fees and charges as part of the Child Maintenance Reforms, the underlying source report used to provide compliance and service type information has changed, with new reporting methodology currently in development. We are therefore unable to update Table 2: Proportion of Case Groups Contributing Towards Current Liability, from the last published position with data to the end of May.

For Service Type, we have changed the sourcing of the report and gather the information by interrogating the Siebel source system, providing an end month case based position.

Development work is planned to be completed in the coming quarter with updated information available for the next release of the publication due in March 2015.

Future updates may be subject to revision following the implementation of the new methodologies.

Changes to future publications

Information on the 2012 Scheme continues to be developed and tested. Additional measures will be included in future publications when DWP statisticians are assured of the quality of the data, in line with the publication strategy.

Results

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

Intake and Caseload

- The Intake to the 2012 scheme in November 2014 was 6,800, compared to 6,000 in August 2014.
- At the end of November 2014 the Caseload stood at 92,700, which is an increase of 23% from August 2014, in line with our expectations at this early stage.

Table 1: Intake and Caseload

Month	Number of New Applications received (In Month) ¹	Total Caseload
Aug-13 ²	3,400	4,500
Sep-13 ²	4,000	7,600
Oct-13 ²	3,800	10,500
Nov-13 ²	4,500	14,000
Dec-13	6,400	19,300
Jan-14	11,600	28,900
Feb-14	10,200	36,700
Mar-14	10,500	45,000
Apr-14	9,500	52,000
May-14	9,700	59,700
Jun-14	8,700	66,500
Jul-14	6,300	71,100
Aug-14	6,000	75,500
Sep-14	7,800	82,100
Oct-14	7,300	87,600
Nov-14	6,800	92,700

¹ Information sourced from Contingency MI

² Data is not representative of the full caseload.

Compliance

Following the introduction of application fees and charges as part of the Child Maintenance Reforms the underlying source report used to provide compliance has changed with new reporting methodology currently in development. We are therefore unable to update Table 2 from the last published position. Once development work is complete the series may be subject to revision due to the implementation of the new methodologies.

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

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

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

Table 2: Proportion of Case Groups Contributing Towards Current Liability

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

¹ Information sourced from Contingency MI

Service Type

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

The information used to report service type for Dec-13 to May-14 is sourced from the same underlying report as the compliance information and currently under going redevelopment. We are therefore unable to provide information as at the end of June and the end of July. By changing the sourcing of the report, interrogating the source system, we are able to provide the position as at the end of each month, from August 2014, giving a case based view. This information has been provided separately in Table 4.

In line with the compliance information, this series may be subject to revision in future editions due to the implementation of the new methodologies.

Table 3: Service Type - Case Group based

Month	Case Groups due to pay via CMS Calculation and Collection Service (%)	Case Groups paying via Direct Pay (%)
Dec-13 ¹	70	30
Jan-14 ¹	66	34
Feb-14 ¹	63	37
Mar-14 ¹	61	39
Apr-14 ¹	61	39
May-14 ¹	61	39
Jun-14 ²	-	-
Jul-14 ²	-	-

¹ Information sourced from Contingency MI

² Information unavailable

- As at the end of November 2014 64% of Cases that were due to pay their liability chose Direct Pay, an increase on the end of August position of 58%.

Table 4: Service Type - Case based

Month	Cases due to pay via CMS Calculation and Collection Service (%)	Cases paying via Direct Pay (%)
Aug-14	42	58
Sep-14	39	61
Oct-14	37	63
Nov-14	36	64

Information sourced from Siebel base system and is based on cases.

Telephony

- In November 2014 99% of calls were answered, with 95% being answered in 30 seconds.

Table 4: Telephony

Month	Percentage of Calls Answered (In Month) ¹	Percentage of Calls Answered in 30 Seconds (In Month) ¹
Aug-13 ²	98	96
Sep-13 ²	97	94
Oct-13 ²	99	97
Nov-13 ²	97	93
Dec-13	96	86
Jan-14	91	75 ³
Feb-14	98	92
Mar-14	98	94
Apr-14	98	93
May-14	98	93
Jun-14	97	89
Jul-14	98	91
Aug-14	97	89
Sep-14	98	91
Oct-14	99	95
Nov-14	99	95

¹ Telephony Data sourced from OpMIS 2 system

² Data is not representative of the full caseload

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

Accuracy

- In November 2014 Accuracy stood at 93%, which is unchanged when compared to the position at August 2014.

Table 5: Accuracy

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

¹ Accuracy Data sourced from a small system

² Data is not representative of the full caseload

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

Complaints

- There were 210 complaints received in November 2014.
- The number of complaints received to date represents less than 2% of the current overall caseload.

Table 6: Complaints

Month	Number of complaints received (In Month) ¹	Total complaints received (Scheme to Date) ¹
Aug-13 ²	5	10
Sep-13 ²	5	15
Oct-13 ²	25	40
Nov-13 ²	30	70
Dec-13	25	95
Jan-14	55	155
Feb-14	70	220
Mar-14	100	320
Apr-14	95	415
May-14	105	525
Jun-14	110	635
Jul-14	130	765
Aug-14	100	865
Sep-14	170	1035
Oct-14	225	1260
Nov-14	210	1470

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

² Data is not representative of the full caseload

Contacts

Contact points for further information:

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

Media Enquiries: 0203 267 5129

Out of hours: 0203 267 5144

Other enquiries about these statistics should be directed to:

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