

27 August 2014

Coverage: Great Britain

Theme: Social and Welfare

CHILD SUPPORT AGENCY QUARTERLY SUMMARY OF STATISTICS

Introduction

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

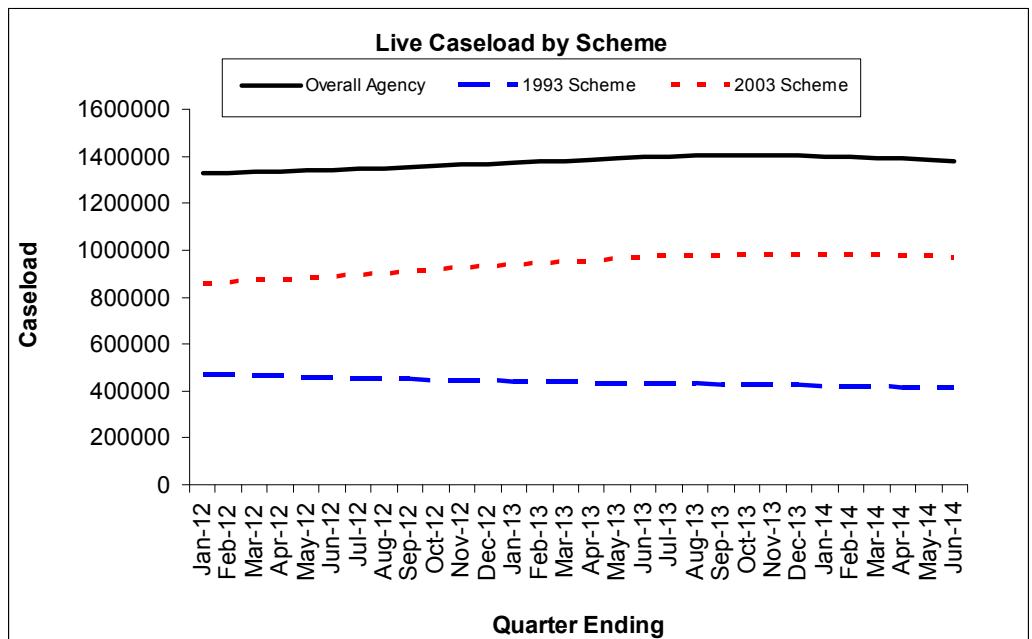
DWP assumed responsibility for the CSA from the Child Maintenance and Enforcement Commission on the 1 August 2012, following an announcement on 14 October 2010 that the Commission would become an executive agency of DWP as part of the Public Bodies Reform. The Commission had responsibility for the CSA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

The figures presented include cases managed off system.

On the 10 December 2012 a new Child Maintenance Scheme was launched. The scheme was introduced on a pathfinder approach. All new applications are now being accepted and managed on the 2012 scheme. The CSA QSS excludes cases on the 2012 scheme.

Main Findings

- At the end of June 2014, the CSA live caseload stood at 1.38 million.



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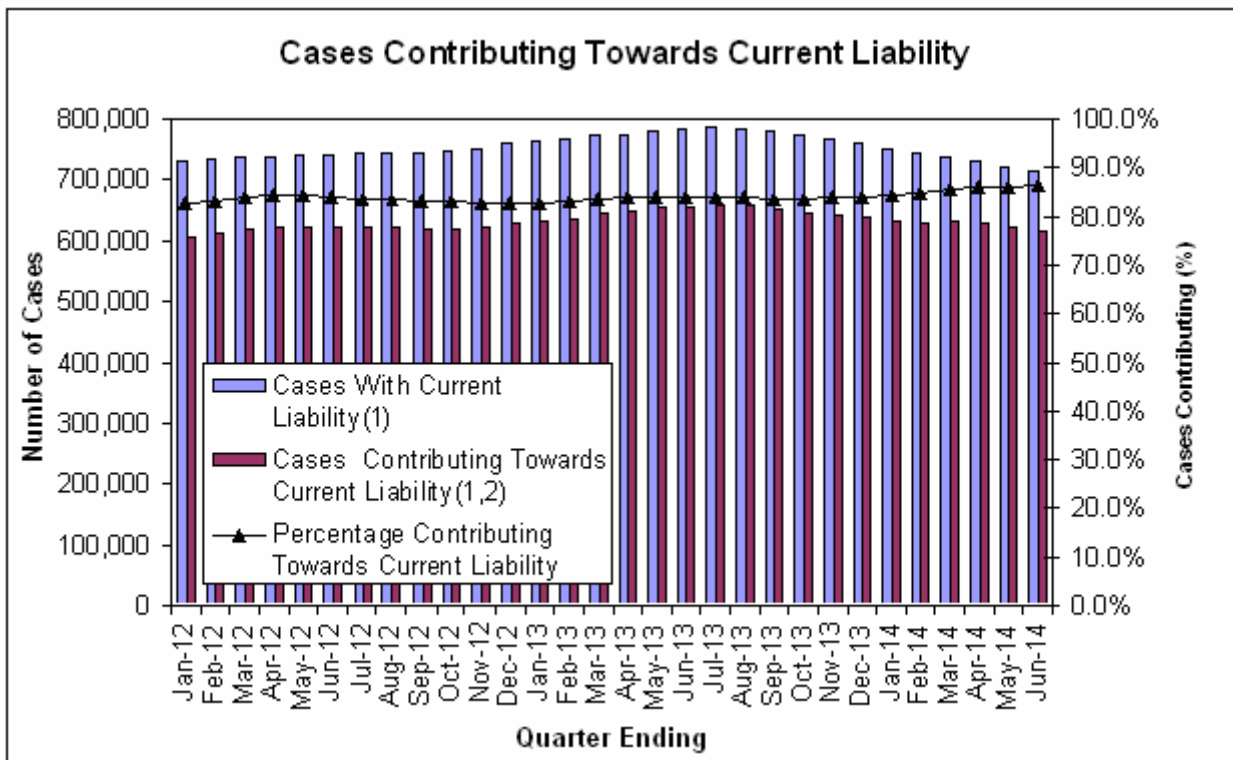
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- In the quarter ending June 2014, 86.2% of all cases in which maintenance was due had either received maintenance via the CSA collection service, or had a maintenance direct arrangement in place.
- In the quarter to June 2014, maintenance had been collected or arranged by the CSA via the statutory maintenance service on behalf of 846,300 children.
- In the quarter to June 2014, the CSA collected or arranged £304.6m in child maintenance (regular and arrears), of which £34.1m was arrears.
- In the year to June 2014, the CSA collected or arranged £1,255.9m in child maintenance (regular and arrears), of which £151.7m was arrears.



- Outstanding child maintenance arrears have remained stable at £3.858bn in June 2014¹.
- At the end of June 2014, the average maintenance calculation was £17.40 per week (including zero calculations).
- In the 12 months to June 2014, 91.6% of the telephone calls answered were answered within 60 seconds.
- In June 2014, there were 7,500 full time equivalent people working to support the Child Maintenance system.

Latest statistical data available from <https://www.gov.uk/government/collections/child-support-agency-quarterly-summary-statistics--2>

Notes to Editors

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

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

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

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

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

¹Due to different sources, figures may differ slightly from CSA's Annual Report and Accounts.

Current and Future Changes

Changes in this QSS

From 25 November 2013, all new applications for child maintenance are made under the 2012 Scheme. Consequently, the 1993 and 2003 Scheme caseloads will steadily reduce as no new intake is received and cases close. For this reason Tables relating to Intake/Clearances and Uncleared work and Initial Clearance Types have not been updated and have moved to Annex B. This also affects the throughput data in the Key Measures table which has also been removed.

There has been a slight revision to the Appeals data to include Appeals decisions received post 28/10/2013. For further details please see page 42 of the QSS.

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 Full Liability figures and percentage breakdowns in tables 24 and 25 may differ slightly to previous releases.

Changes to future publications

Development work has now been carried out to provide 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](#). This table is currently undergoing further quality assurance but will be included in the next release.

From the next release there will be changes to the methodology used to calculate the total caseload. Currently the total caseload includes all cases, including cases which have been cancelled/withdrawn, closed, or where there is no longer a qualifying child on the case. However, going forward those cases that have been cancelled/withdrawn, closed or there is no longer a qualifying child on the case will be removed from this figure, resulting in a reduced total caseload figure. This will mainly affect the Caseload Status tables.

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 – May 2014 were published on 11 June 2014, and the next release covering the data up to August 2014 is currently planned to be released late September 2014/early October 2014.

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 September 2014 is due to be released in October/November 2014. The exact date will be announced at least four weeks in advance on the [UKSA Publication Hub](#).