

28 May 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).

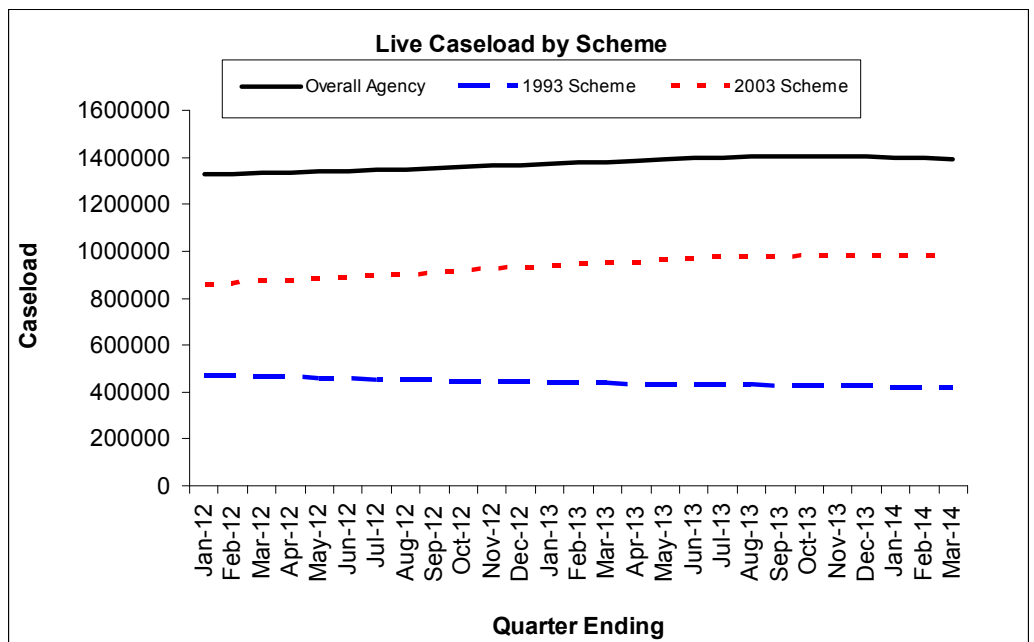
DWP assumed responsibility for the CSA from the Child Maintenance and Enforcement Commission on the 1 August 2012, following an announcement on 14 October 2010 that the Commission would become an executive agency of DWP as part of the Public Bodies Reform. The Commission had responsibility for the CSA 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 March 2014, the CSA live caseload stood at 1.39 million.



- In the quarter ending March 2014, 85.6% 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 March 2014, maintenance had been collected or arranged by the CSA via the statutory maintenance service on behalf of 871,800 children.
- In the quarter to March 2014, the CSA collected or arranged £312.3m in child maintenance (regular and arrears), of which £39.9m was arrears.
- In the year to March 2014, the CSA collected or arranged £1,270.4m in child maintenance (regular and arrears), of which £155.7m was arrears.



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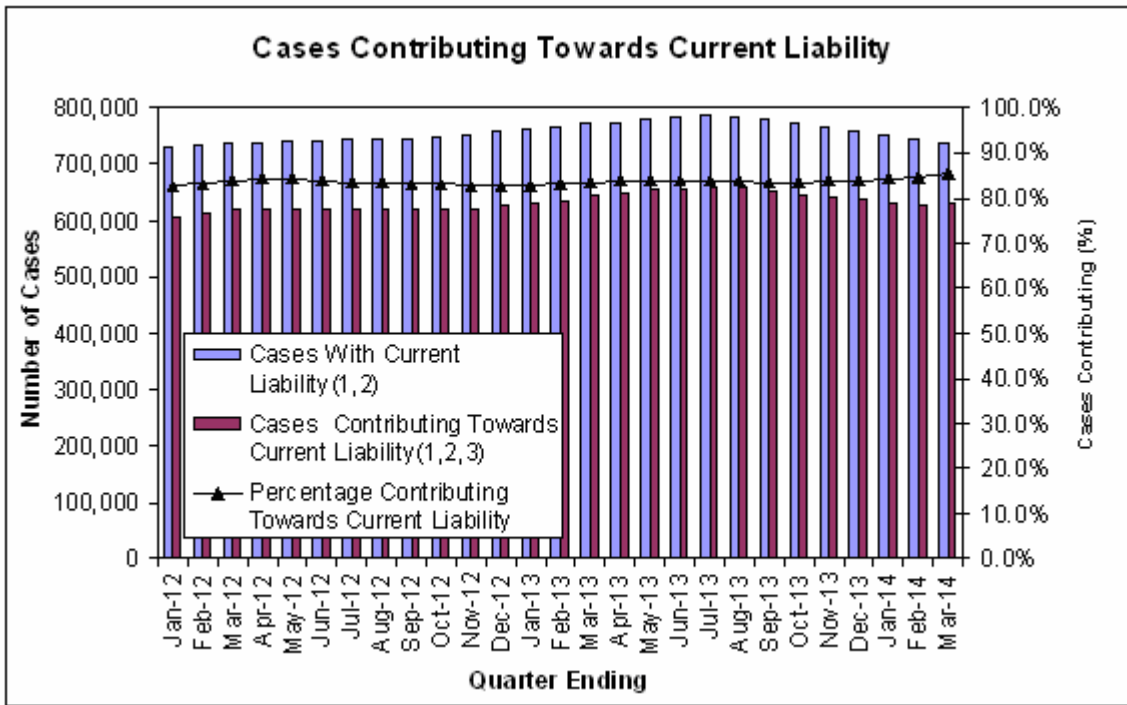
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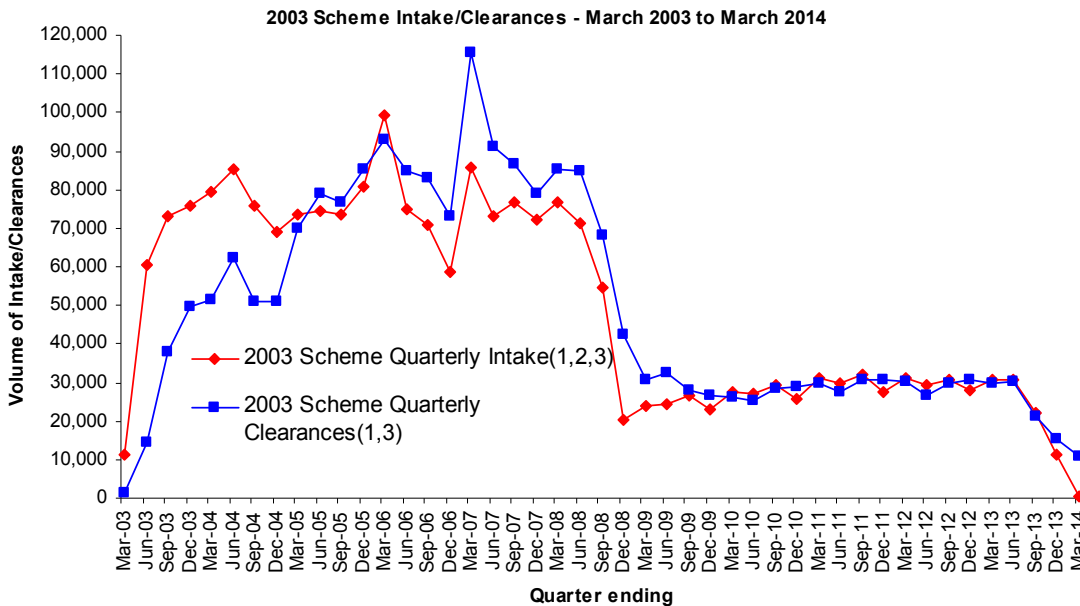
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**Next Publication:**  
July/August 2014



- Uncleared work has decreased by 10,100 to 500. This represents a decrease of 95.3% since December 2013.



- Outstanding child maintenance arrears have decreased from £3.859bn in December 2013 to £3.858bn in March 2014<sup>1</sup>.
- At the end of March 2014, the average maintenance calculation was £17.30 per week (including zero calculations).
- In the 12 months to March 2014, 89.3% of the telephone calls received were answered within 60 seconds.
- In March 2014, there were 7,400 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>

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

## 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.

## 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 moved to an Annex. A small number of other tables have also moved to an Annex to enhance the presentation of the publication.

We have now removed information on the net administration costs as there is no updated information available after July 2012 when the CSA became a part of DWP and costs are not available as a separate entity.

### Changes to future publications

Going forward, the graphs and tables showing Time to Clear Applications data and Intake, Clearance and Uncleared work data 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. This also affects the throughput data in the Key Measures table which will be removed from next quarter.

### 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 – February 2014 were published on 26 March 2014, and the next release covering the data up to May 2014 will be released on 11 June 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.

The changes will be reflected in future statistics.

## **Upcoming Releases**

The next QSS containing data on 1993/2003 Schemes up to June 2014 is due to be released in July/August 2014. The exact date will be announced at least four weeks in advance on the [UKSA Publication Hub](#).