

CHILD SUPPORT AGENCY QUARTERLY SUMMARY OF STATISTICS - FIRST RELEASE TO MARCH 2016

Introduction

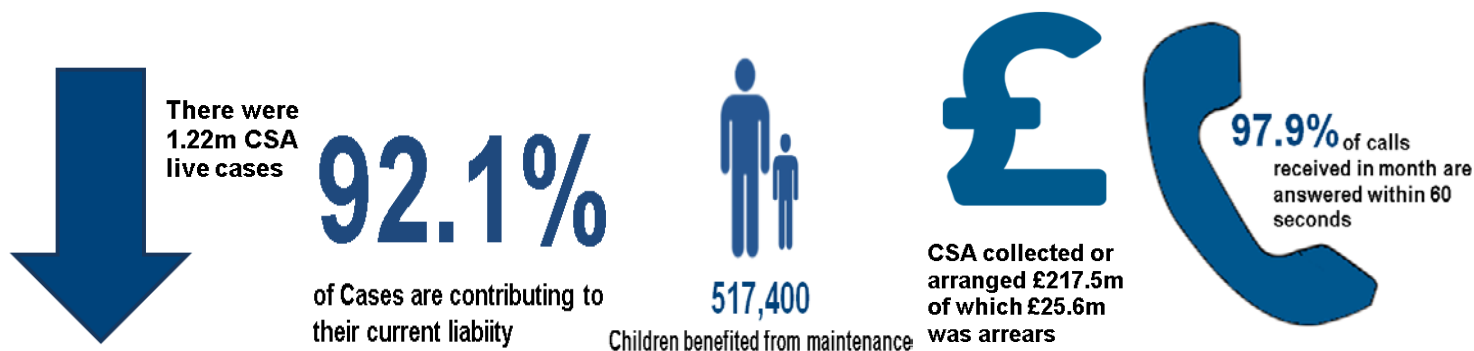
The Department for Work and Pensions (DWP) is responsible for the child maintenance system in Great Britain. It funds information and support for separating parents and runs the statutory child maintenance schemes, currently operated through the Child Support Agency (CSA).

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 a number of cases 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.

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

Headlines



Department
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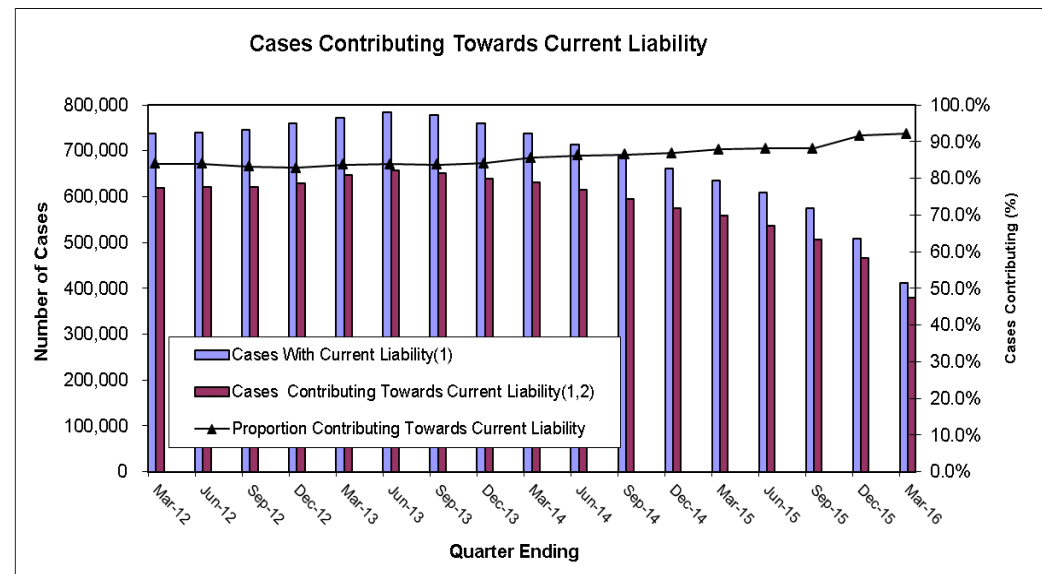
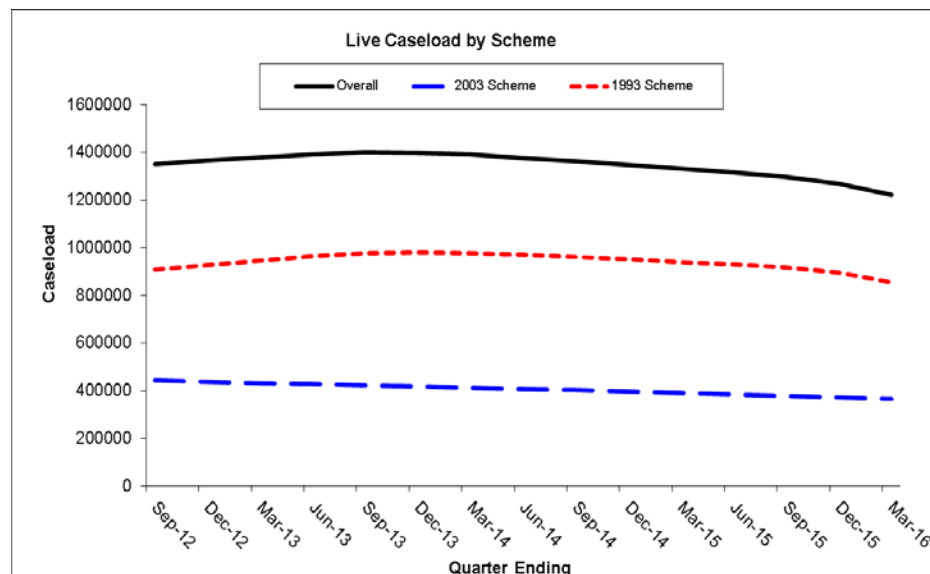
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MAIN FINDINGS



- At the end of March 2016, the CSA live caseload stood at 1.22 million.
- In the quarter ending March 2016, 92.1% 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 2016, maintenance had been collected or arranged by the CSA via the statutory maintenance service on behalf of 517,400 children.
- In the quarter to March 2016, the CSA collected or arranged £217.5m in child maintenance (regular and arrears), of which £25.6m was arrears. In the year to March 2016, the CSA collected or arranged £999.5m in child maintenance (regular and arrears), of which £106.8m was arrears.
- Outstanding child maintenance arrears have decreased by £80m from £3.788bn in December 2015 to £3.708bn in March 2016¹.
- At the end of March 2016, the average maintenance liability was £12.80 per week (including zero calculations).
- In March 2016, 97.9% of the telephone calls answered were answered within 60 seconds.
- In the quarter to March 2016, there were 7,450 full time equivalent people working to support the Child Maintenance system, across the Child Support Agency and the Child Maintenance Service.

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

Notes

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This publication 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 an incremental approach on 10 December 2012. There is a separate statistical publication for the 2012 scheme.

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

There have been no changes in this publication.

Changes to future publications

As the process of case closure is carried out, we expect that some tables will become less meaningful due to the impact of different categories of cases being closed; and the frequency of releases may be reviewed at an appropriate point. As the phases of case closure are progressed, additional commentary will be included to outline where the categories of cases are affecting performance measures.

We intend to carry out a user consultation exercise which will allow us to tailor these statistics to make them more accessible for users, whilst also ensuring their value is maximised and resources are focused on meeting user priorities in the most effective way. If you would like to be part of this user consultation exercise, please contact us.

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.

These 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 June 2016 is due to be released in July/August 2016. The exact date will be announced at least four weeks in advance on the [Statistical Release Calendar](#).