

## Child Support Agency quarterly summary of statistics

Coverage: Great Britain

Theme: Social and Welfare

### 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).

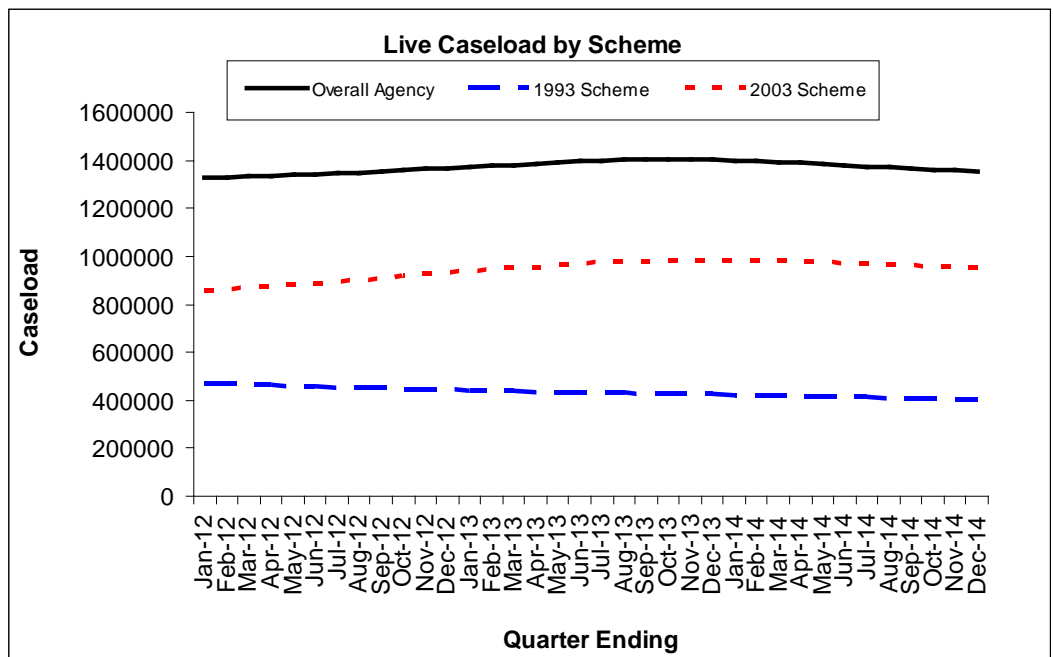
DWP assumed responsibility for the CSA from the Child Maintenance and Enforcement Commission on the 1 August 2012, following an announcement on 14 October 2010 that the Commission would become an executive agency of DWP as part of the Public Bodies Reform. The Commission had responsibility for the CSA 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 December 2014, the CSA live caseload stood at 1.35 million.



- In the quarter ending December 2014, 86.9% 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 December 2014, maintenance had been collected or arranged by the CSA via the statutory maintenance service on behalf of 787,000 children.
- In the quarter to December 2014, the CSA collected or arranged £288.9m in child maintenance (regular and arrears), of which £32.3m was arrears.
- In the year to December 2014, the CSA collected or arranged £1,209.2m in child maintenance (regular and arrears), of which £142.0m was arrears.



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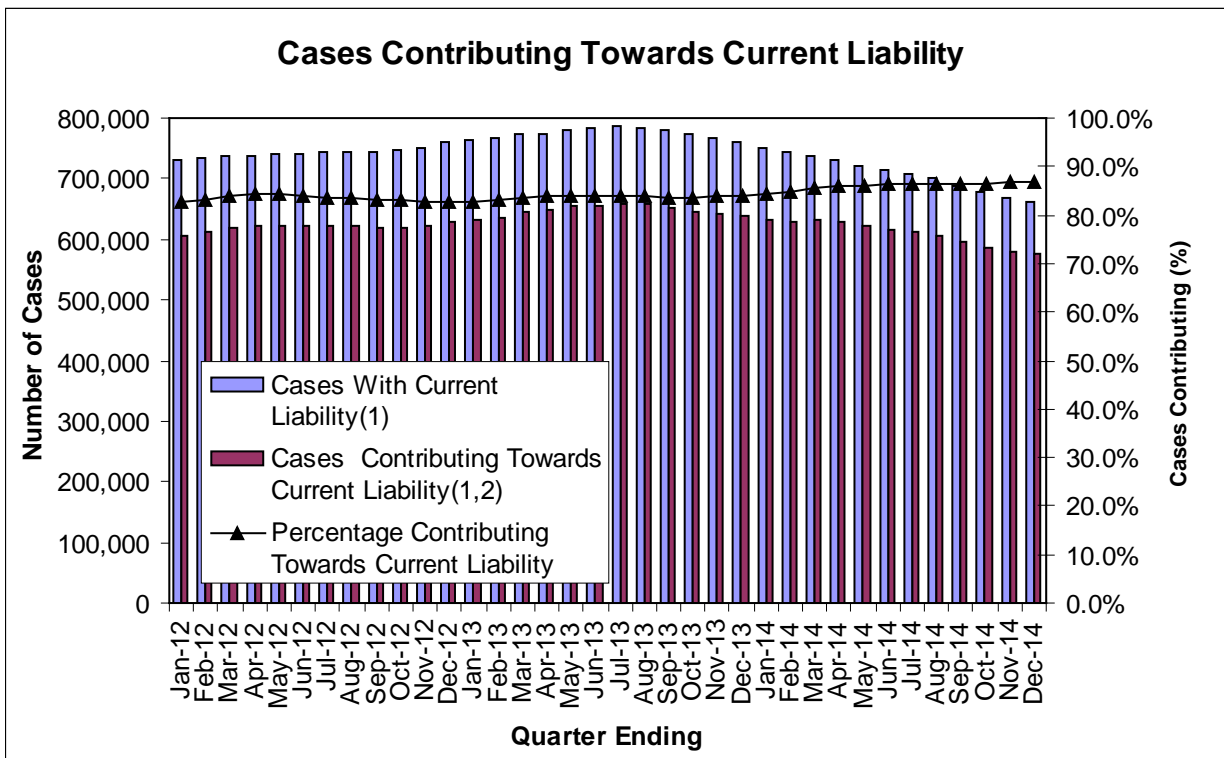
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**Next Publication:**  
April/May 2015



- Outstanding child maintenance arrears have increased from £3.851bn in September 2014 to £3.857bn in December 2014<sup>1</sup>.
- At the end of December 2014, the average maintenance calculation was £16.70 per week (including zero calculations).
- In the 9 months to December 2014, 93.9% of the telephone calls answered were answered within 60 seconds.
- In December 2014, there were 7,600 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.

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

# Current and Future Changes

## Changes in this QSS

The table containing data on Initial Clearance Types can now be found in Annex B (Table 26) and will no longer be updated. 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.

## Changes to future publications

For presentational reasons, data included in all tables where each individual month is reported will be changed to exclude intervening months and only report quarterly outputs. Similarly, associated graphs will only show data for the financial quarters. We also propose to remove Annex B as these tables are for historical reference only. Please contact us if this will cause any issues.

Development has taken place to align the overall debt balance within Table 16: Arrears Segmentation with the closing balance figures quoted elsewhere in the publication. This will be implemented from June 2012 onwards.

## 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). From the 30th June the process to close 1993 and 2003 scheme cases began. 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 – November 2014 were published on 17 December 2014, and the next release covering data up to February 2014 will be released in March 2015.

## 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 March 2015 is due to be released in April/May 2015. The exact date will be announced at least four weeks in advance on the [Statistical Release Calendar](#).