

# Strategy for the publication of information about the 2012 Scheme administered by the Child Maintenance Service

## Background

The Government is reforming the child maintenance system. Wherever possible, we will support separated parents to work together in the interests of their children and set up their own, family-based child maintenance arrangements.

For those who are not able to do this, we have introduced the 2012 child maintenance scheme, administered by the Child Maintenance Service. This has been developed to help increase the number of payments reaching children on time and in full, bringing better value for money for the taxpayer, speedier processing of applications, simpler calculations and faster enforcement action for those that choose not to pay.

The scheme opened to new applicants with four or more qualifying children on a Pathfinder basis on 10 December 2012, extended to those with two or more qualifying children on 29 July 2013 and opened to all applicants on 25 November 2013. The 2012 Scheme will replace the 1993 and 2003 schemes (administered by the Child Support Agency) over the next few years as 1993 and 2003 scheme cases are closed. Comparisons should not be made to previous schemes because of the different objectives of the 2012 Scheme.

From 30 June 2014, application fees were introduced for applications 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.

## Development of new measures

Since the introduction of the Child Maintenance Service the range and scope of data available for publication as statistics has been growing. Official experimental statistics on the CMS have been released since March 2014 with the range of data being incrementally increased.

Information is published on a quarterly basis, for full details see [Statistics on the 2012 statutory child maintenance scheme](#).

A Data Warehouse has facilitated the reporting of 2012 Scheme management information (MI) for both internal purposes and external Official Statistics. The Data Warehouse is planned to be replaced incrementally by a new Data and Analytics Platform in late 2017 that will provide enhanced MI and Analytical capabilities. In the interim period the Data Warehouse will be supplemented by other MI on a tactical basis to deliver new MI capability. We are aware of the user needs for a greater scope and range of measures to be available in the public domain. We will continue to plan to add new measures to the 2012 experimental Official Statistics release, as and when we assess that specific measures are sufficiently robust to be of publishable quality.

The following table outlines what is currently published on the 2012 scheme along with our future plans for publication.

Table 1: Current and proposed measures in the CMS Statistics

	<b>Published in the CMS Statistics</b>	<b>Future Plans</b>
<b>Caseload</b>		
Total Caseload	Y	N/A
Split between service types (Direct Pay / Calculation & Collect)	Y	N/A
Cases transferring between service types	N	Plan to publish early 2017
Shared Care	N	Plan to publish early 2017
Further caseload information is in the early stages of development and assurance.		
<b>Applications</b>		
Intake	Y	N/A
Intake split by live and arrears only	Y	N/A
Application Fee Exemptions	Y	N/A
Application Fee Exemptions for reason of Domestic Violence	Y	N/A
Application clearances/Uncleared work	N	Plan to publish early 2017
Time to clear applications	N	Plan to publish early 2017
<b>CMS Closures</b>		
Closure information is in the early stages of development and assurance.		
<b>Compliance</b>		
Case groups with a current liability	Y	N/A
Case groups contributing towards current liability	Y	N/A
Cash Due	Y	N/A
Cash Paid	Y	N/A
Further compliance information is in the early stages of development and assurance.		
<b>Children Benefiting</b>		
Number of Children Benefiting from Maintenance	Y	N/A

	<b>Published in the CMS Statistics</b>	<b>Future Plans</b>
<b>Arrears</b>		
Outstanding Maintenance Arrears	Y	N/A
Case groups with arrears	Y	N/A
Outstanding Arrears as a proportion of Total Liability	Y	N/A
Further arrears information is in the early stages of development and assurance. We are looking at providing some information on legacy arrears transitioned from the Child Support Agency schemes by early 2017.		
<b>Enforcement</b>		
The feasibility of publishing enforcement information is currently being determined. We are looking at the possibility of publishing the total number of cases in enforcement each month, the proportion of the entire caseload in enforcement, and a summary of enforcement actions taken, in early 2017.		
<b>Service Standards</b>		
Complaints Received (in Month/Scheme to date)	Y	N/A
Proportion of calls answered	Y	N/A
Proportion of calls answered within 30 seconds	Y	N/A
Accuracy	Y	N/A
Appeals	Y	N/A
Mandatory Reconsiderations	Y	N/A
Changes of Circumstances	Y	N/A
There are currently no plans to add further measures on service standards into the publication. However, we will consider this as part of our wider user engagement.		
<b>Geographical Breakdowns</b>		
Breakdowns by parliamentary constituency are currently being developed. We are looking at providing some geographical breakdowns by July 2017.		

## **Review of methodology**

We presently assume that cases paying via Direct Pay are fully compliant as clients can come back to the CMS if there is a default on their payment or to request a revised calculation, with any accrued arrears collected through the Collect and Pay service. Following the publication of the Direct Pay survey, we will review the findings to determine if there is robust evidence to change this assumption. This could then be considered in reported statistics by early – mid 2017.

## **Forward Look**

Statistics on 2012 Scheme cases will continue to be published separately from those on 1993 and 2003 scheme cases.

The 2012 Scheme Official Statistics are currently classified as 'experimental'. This is to indicate that the methodology is still under review and is not yet stable enough to remove this classification. Work is on-going to quality assure the published statistics, working with the UK Statistics Authority, in order to continuously improve and assure the statistics beyond the "experimental" status. We will make documentation available to users as it is ready.

We continue to plan to add new measures to the 2012 statistics, as and when we assess that specific measures are sufficiently robust to be of publishable quality. In addition to working to increase assurance levels of the data, we also plan to increase the range and content of the published statistics, adding new data and tables over the next series of releases once DWP statisticians are assured of the appropriate quality of the data. We will regularly review and update this 2012 Scheme Publication Strategy and inform users of any changes to classification or methodology by pre-announcing them according to the Code of Practice for Official Statistics.

## **User Consultation**

To ensure that our plans for increasing the range and content of the published statistics are meeting user needs, we are holding a public user consultation on 5<sup>th</sup> December 2016. Invitations have been sent to our known user group. If you wish to attend this user consultation, please contact us on [CM.ANALYSIS.RESEARCH@DWP.GSI.GOV.UK](mailto:CM.ANALYSIS.RESEARCH@DWP.GSI.GOV.UK).

## **Feedback Welcome**

The Department for Work and Pensions is always glad to hear the comments and views of customers on the 2012 Experimental Official Statistics and the Publication Strategy. Please email [CM.ANALYSIS.RESEARCH@DWP.GSI.GOV.UK](mailto:CM.ANALYSIS.RESEARCH@DWP.GSI.GOV.UK).