

# Child Maintenance Service 2012 Scheme Experimental Statistics

Data for August 2013 – November 2016

Quarterly

Published: 25 January 2017

Great Britain

Official  
Experimental

This publication contains information on cases being processed on the 2012 statutory child maintenance scheme, delivered by the Child Maintenance Service (CMS). The 2012 Scheme was introduced alongside the government's reform of the child maintenance system to support separated parents to work together and set up their own family-based arrangements. The 2012 Scheme was introduced to support families who are unable to make arrangements themselves. The 2012 Scheme will replace the 1993 and 2003 Schemes administered by the Child Support Agency (CSA) over the next few years as 1993 and 2003 cases are closed. Comparisons should not be made to previous Schemes because of the different objectives of the 2012 Scheme.

## Headlines

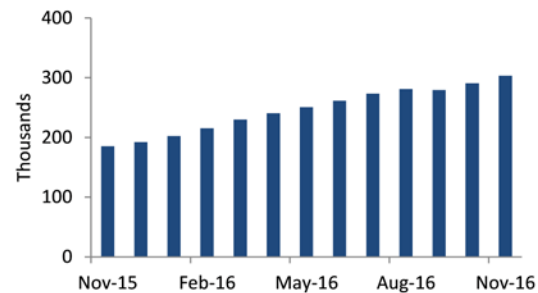
- Caseload, including CSA Arrears Only Cases stood at 402,200 as of the end of November 2016, an increase of 19% from August 2016.
- Outstanding Maintenance Arrears were £92.8m in November 2016, 20% higher than the August 2016 figures.

### Current Liability



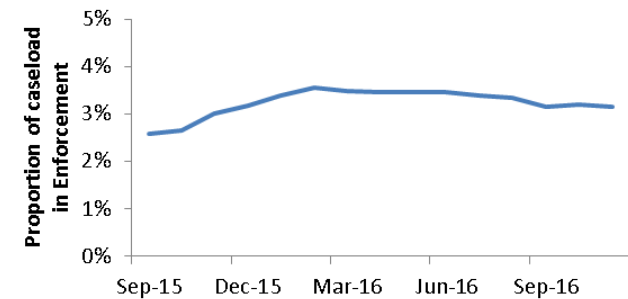
7 out of 8 are contributing towards their current liabilities.

### Children benefiting from maintenance



Volume of children benefiting is increasing steadily.

### Proportion of Caseload in Enforcement



This is fairly steady at about 3%.

## At a glance

Page

Children benefiting from maintenance have increased by 8%.

7

Cumulative Total Maintenance Liability was £720m, an increase of 21%.

9

Proportion of Mandatory Reconsiderations cleared increased by four percentage points.

11

4 out of 5 New Applications were cleared within 12 weeks.

13

**Lead Statistician:** Aniel Anand

[cm.analysis.research@dwp.gsi.gov.uk](mailto:cm.analysis.research@dwp.gsi.gov.uk)

**DWP Press Office:** 0203 267 5129

Comments? Feedback is welcome

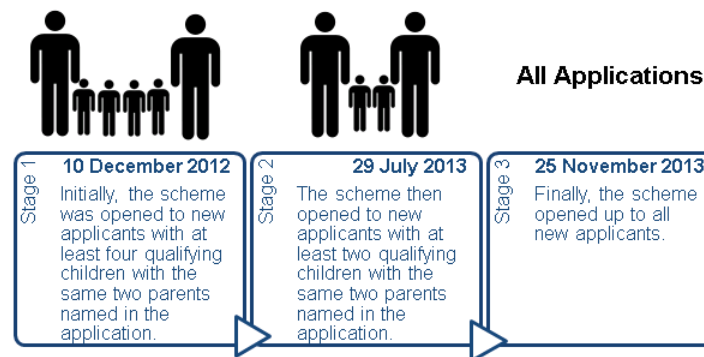
Published 25 January 2017

Next edition: April 2017 © Crown copyright

## Background

This publication contains information on cases being processed on the 2012 statutory child maintenance scheme, delivered by the Child Maintenance Service. The data covers the period of August 2013 to November 2016.

The 2012 child maintenance scheme was introduced using a staged implementation process, known as a pathfinder approach.



This release begins from the period where the pathfinder approach to the 2012 Scheme was open to new applicants with at least two qualifying children with the same two parents named in the application. Prior to August 2013 the caseload was restricted, with the low volumes of cases handled not being representative of the overall child maintenance caseload.

From 30 June 2014, application fees were introduced when applying 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.

These statistics are still being developed and assured. Some of the statistics are currently collated manually by accessing core systems while the development of automated system based reports continues. These statistics have therefore been classified as experimental as we continue to assure and approve our methodology. They may be revised in future editions.

The [publication strategy for the 2012 Scheme](#) was first published on 26 February 2014 and last updated on 30 November 2016.

## Changes in this Publication

We provide figures for the proportion of Changes cleared (excluding CSA Arrears only cases) within 28 days in this publication since these are treated differently from those for CSA Arrears Only cases.

In addition, for the first time, we provide the Time to clear Applications received by the CMS. We also provide statistics on Enforcement, specifically on the volume of caseload, total intake and volume of instigated actions in enforcement, also provided are measures regarding Liability order enforcements. Furthermore, we provide caseload estimates from September 2014 based on a different methodology.

## Changes to Future Publications

Information on the 2012 Scheme continues to be developed and tested. Additional measures will be included in future publications when DWP statisticians are assured of the quality of the data, in line with the [publication strategy](#).

## Upcoming Releases

The next release of Experimental Statistics on the 2012 Scheme will contain data up to February 2017 and will be published in April 2017.

## Supplementary excel tables

All underlying data included in the charts and figures featured in this summary are included in accompanying excel tables.

This includes tables on:

- Those applying to the 2012 Scheme,
- Total cases managed by the system,
- Application fee exemptions,
- Children benefiting from child maintenance,
- Compliance and breakdowns of cases paying through the Scheme or directly to the Receiving Parent,
- Outstanding Arrears and its proportion compared with Total Liability,
- Change of Circumstances,
- Mandatory Reconsiderations and Appeals,
- Figures on Service Standards,

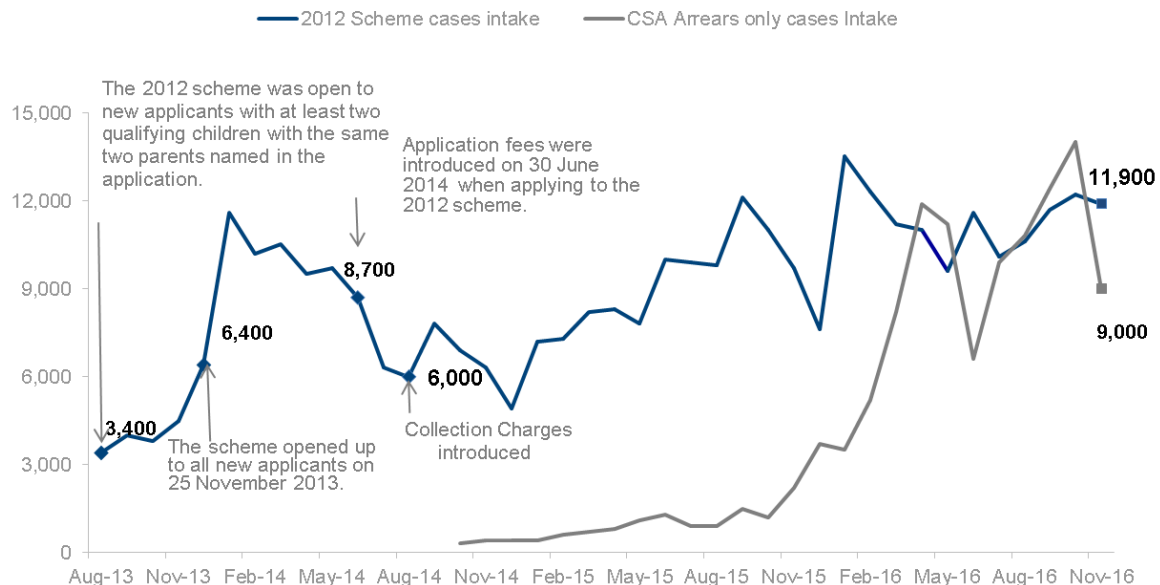
- Complaints and Accuracy,
- Time to clear New Applications,
- Enforcement actions.

Methodology and Definitions are included on pages 15 to 18. Page 19 provides an overview of the 2012 child maintenance scheme.

## Total Intake

**2012 Scheme cases Intake has increased since December 2014, while CSA Arrears only Application Intake has increased since December 2015 following the Case Closure Process.**

2012 Scheme cases Intake and CSA Arrears only Application Intake each month from August 2013 to November 2016



Cases on the 2012 Scheme have the option to pay maintenance via the CMS Collect and Pay Service or pay maintenance directly to the Receiving Parent (Direct Pay). Where there is evidence that suggests that the Paying Parent is unlikely to pay, Direct Pay will not be appropriate and the Collect and Pay Service will be used.

From 30 June 2014, application fees were introduced when applying 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. The graph shows how Intake has responded to these various changes over time.

From June 2014, the process of ending liability and closing all cases on the 1993/2003 CSA Schemes began. Recent increases in the Total Intake on CMS are partly driven by CSA Arrears only Application intake cases that close on CSA and are transitioned to CMS system.

## Main Findings

Total Intake volume on the 2012 Scheme was 20,900 in November 2016 a decrease of 2.3% when compared to August 2016. The Total Intake consists of 11,900 2012 Scheme cases intake and 9,000 CSA Arrears only Application Intake. The sharp increase since December 2015 is driven by the rapid increase in the volume of CSA Arrears only cases following the Case Closure process. The dip in November 2016 is driven by a reduction in CSA Arrears Only cases in that month.

See [Table 1](#) for full data.<sup>1</sup>

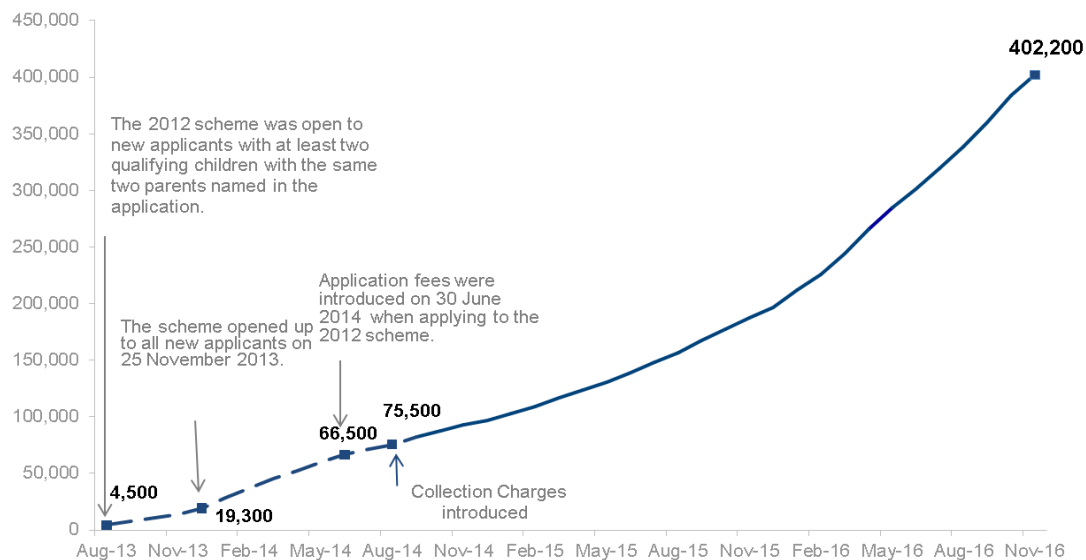
<sup>1</sup> A system issue has been identified which impacts 2012 Scheme cases Intake figures in Table 1. Investigations have been carried out which identified incorrect duplication of cases. The identified cases have been removed and so do not appear in the 2012 Scheme cases Intake figures in Table 1.

In the last quarter ending November 2016 the duplicates accounted for about 2% of New Applications.

## Total Caseload

**The Total Caseload which includes CSA Arrears only cases continued to increase on the 2012 Scheme and this has been faster in recent months due to Case Closure.**

Total caseload each month from August 2013 to November 2016



From June 2014, the process of ending liability and closing all cases on the 1993/2003 CSA Schemes began. Increases in the caseload on CMS are partly driven by cases that close on the old CSA schemes that make applications to the CMS.

The [CSA Case Closure Experimental Statistics](#) publications indicate that by June 2016, 74,200 cases that had their CSA liability ended had made an application to the CMS. In addition 56,500 CSA Arrears only cases transitioned to the CMS system. Timing issues are responsible for the difference between the Arrears only cases in the Case Closure statistics and this publication.

## Main Findings

**The number of cases managed on the 2012 Scheme increased by 19% in November 2016** when compared to August 2016. This consists of 10% from CSA Arrears only Application cases and 9% from 2012 Scheme cases. The sharp increase since November 2015 is due to increased intake following the Case Closure process.

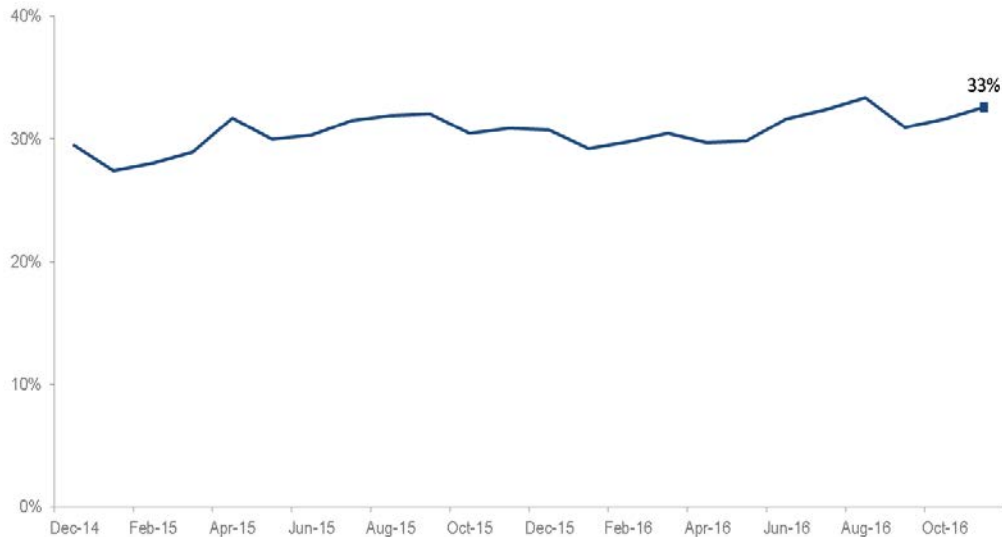
See [Table 2](#) for full data.

The caseload consists of 2012 Scheme cases and CSA Arrears only cases on the old CSA schemes that have transitioned to the CMS computer system as part of Case Closure.

## Application Fee Exemption

**The proportion of exemptions from Application Fees has remained steady; 33% of applications were exempt from fees in November 2016.**

Proportion of fee paying applications against intake June 2015 to November 2016



The Child Support Fees Regulations 2014 introduced an application fee for people who apply to use the Child Maintenance Service. Since 30 June 2014, there is a £20 fee to apply to the 2012 Scheme, payable by the applicant at the point of application. CSA Arrears only applications are not subject to this fee.

Those who declare that they have suffered domestic violence or abuse, and they have declared this to an approved body, as well as those who are under 19 years of age are exempt from the application fee. We have used the cross-government definition of domestic violence and abuse developed by the Home Office. This has been published, along with the list of approved organisations to which such an incident can be reported, alongside the Child Support Fees Regulations 2014.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/261882/child-support-fees-who-to-report-domestic-violence-to.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/261882/child-support-fees-who-to-report-domestic-violence-to.pdf)

## Main Findings

**The proportion of exemptions from Application Fees against intake had remained between 29% and 33% since June 2015 and has averaged 31% over the period.**

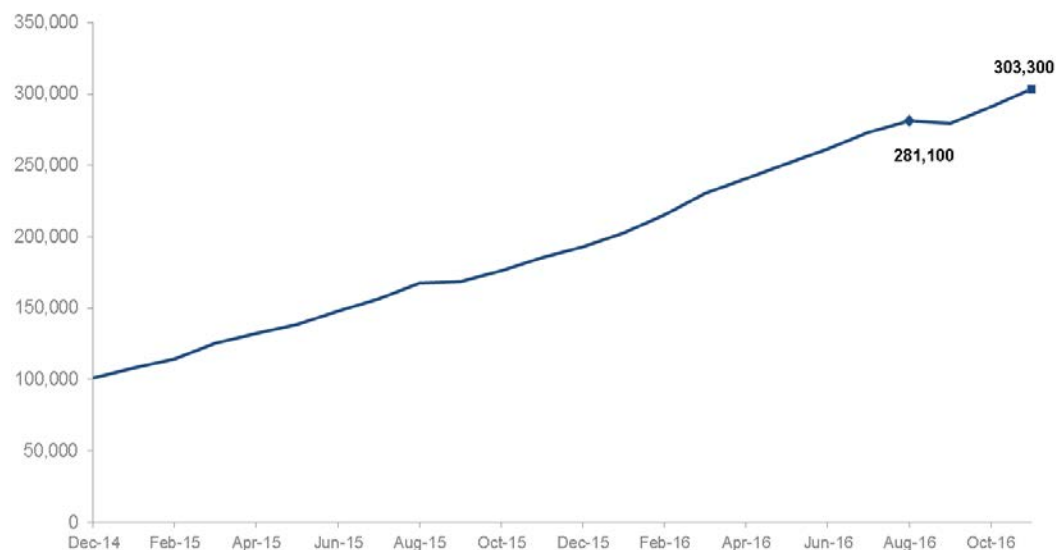
In November 2016, there were 3,880 exemptions to Application Fees. Of these, 3,860 were for the reason of domestic violence.

Figures on the number of Application Fee Exemptions and Fee Exemptions due to reason of domestic violence are available in **Table 3**.

## Children Benefiting from Maintenance

The number of children benefiting has increased as more applications are made to the 2012 Scheme partly because of the Case Closure process. This increased by 8% in the quarter to November 2016.

Children Benefiting - December 2014 to November 2016



The graph above shows the number of children benefiting from maintenance, calculated from cases in which a payment was received or had a Direct Pay arrangement in place.

A statistically valid sample is taken from the cases that have a positive liability to calculate a figure for the average number of children per case. This figure is then multiplied by the number of cases paying in the quarter to give the number of children benefiting. The sampling is completed on a 6 monthly basis, with the average figure then used in the months between sampling. The most recent sample was taken in September 2016.

## Main Findings

In September 2016, the average number of children per case was 1.45. At the end of September 2016, we were 95% confident that the number of children benefiting lies between 270,800 and 287,500.

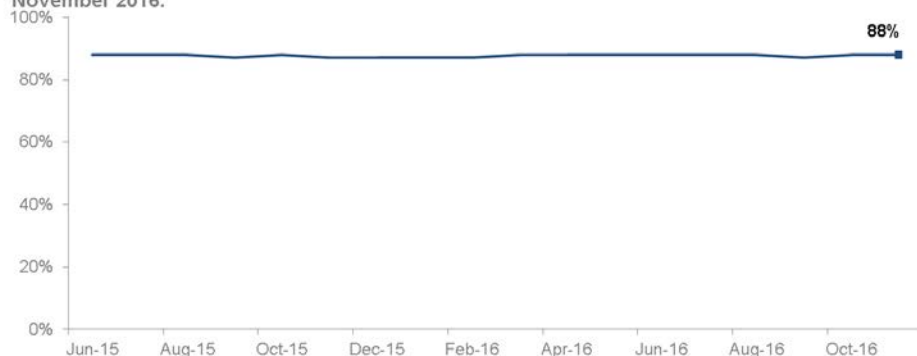
The number of Children Benefiting has increased as more applications are made to the 2012 Scheme. **In the quarter to November 2016, 303,300 children benefited from maintenance**, this is 8% higher than the August 2016 figure which was 281,100.

See [Table 4](#) for full data.

## Compliance and Service Types

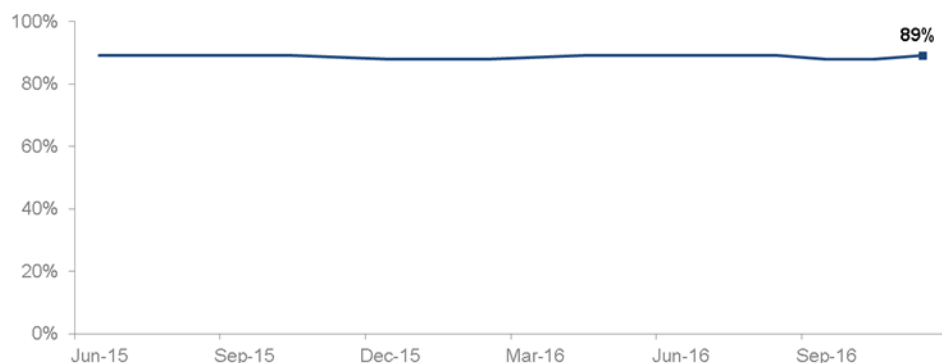
The proportion of Case Groups contributing towards current liability has remained steady.

Case Groups Contributing towards current liability in the previous quarters (%) June 2015 to November 2016.



The proportion of cash due paid in the quarter has remained steady.

Cash paid against cash due in the Quarter (%) June 2015 to November 2016



A Case Group is defined as all of the cases associated to a Paying Parent. For example, there may be two separate cases for children in relation to the same Paying Parent. A parent could have children with different partners, who are both claiming maintenance. Both of these cases will be linked by the Paying Parent and defined as a Case Group.

**Chosen method of payment of those who are due to pay maintenance at the end of November 2016**



Clients are encouraged wherever possible to use Direct Pay as their method of payment. Collection fees were introduced from August 2014 for clients who use the Collect and Pay Service. Paying Parents will be charged a rate of 20% with Receiving Parents charged at 4%.

### Main Findings

In the quarter to November 2016, **88% of Case Groups were contributing towards their current liability**, with **89%** of cash due, paid. These figures are same as at August 2016.

Figures on the number of Case Groups with a Current Liability and Case Groups contributing towards a Current Liability are included in **Table 5** and Cash Compliance data is available in **Table 6**.

As at the end of August 2016, **70% of cases that were due to pay their liability chose to pay maintenance directly to the Receiving Parent.**

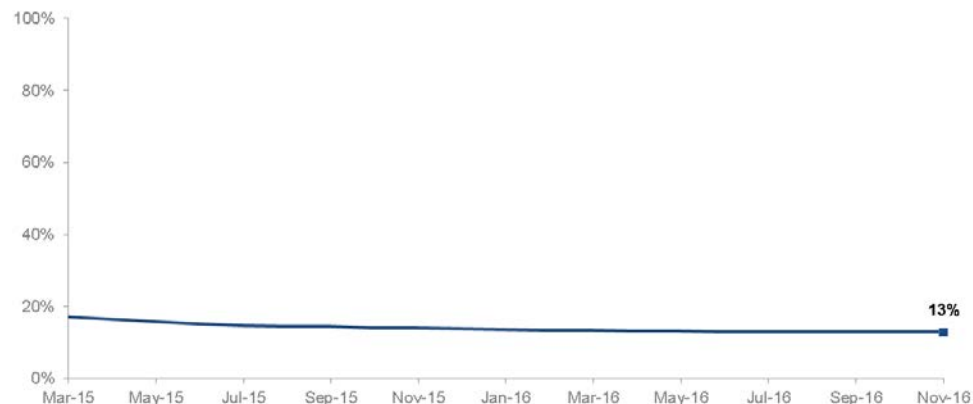
See **Table 7** for historical splits of Service Type.



# Outstanding Maintenance Arrears and Total Maintenance Liability

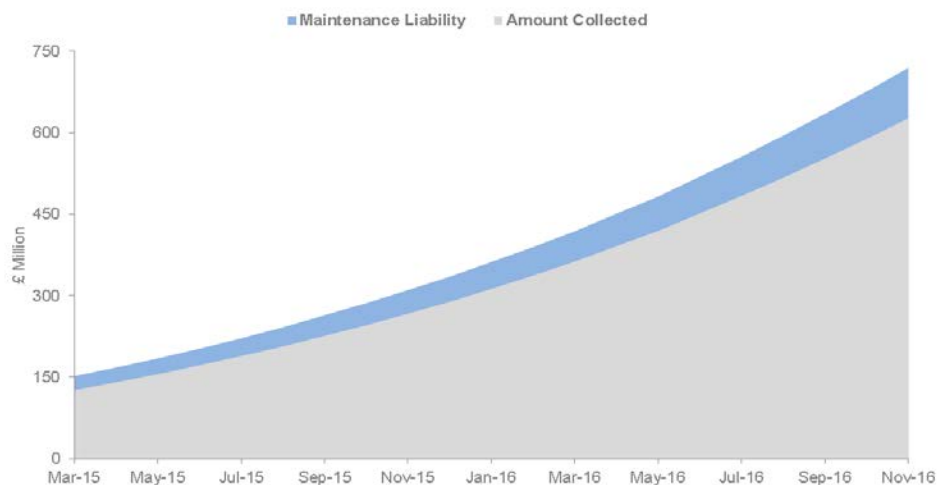
## The Outstanding Maintenance Arrears as a proportion of Total Maintenance Liability has been steady at 13% since February 2016.

Outstanding Maintenance Arrears as proportion of Total Maintenance Liability – March 2015 to November 2016



Total Maintenance liability was £720 million in November 2016, an increase of 21% over the August 2016 figures.

Arrears were £93m, resulting in an estimated collection of £627million.



## Main Findings

The **first graph** shows the proportion of the Outstanding Maintenance Arrears compared with the Total Maintenance Liability. This proportion is used to contextualise the arrears on the new scheme. Data provided in **Table 8** indicate that both the Outstanding Maintenance Arrears and the Total Maintenance Liability are increasing mainly because the caseload is increasing.

In March 2015, Outstanding Maintenance Arrears was about 17% of Total Maintenance Liability; however, this has been steady at 13% since February 2016. Cases paying via Direct Pay are assumed to be 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.

Arrears as a proportion of Total Maintenance Liability are based on this assumption. For illustrative purposes, a 5 percentage point reduction in Direct Pay compliance could lead to a 4 percentage point increase in arrears as a proportion of Total Maintenance Liability.

In the **second graph**, the blue shaded area is the Outstanding Maintenance Arrears; the total area is the Total Maintenance Liability; while the grey area is the difference between the two and is identified as a proxy estimate for the amount collected. This is based on the assumption of full compliance for Direct Pay cases.

The amount of **Outstanding Maintenance Arrears** includes arrears accrued on the 2012 Scheme only, figures do not contain details of arrears transitioned from the 1993/2003 Schemes or Direct Pay.

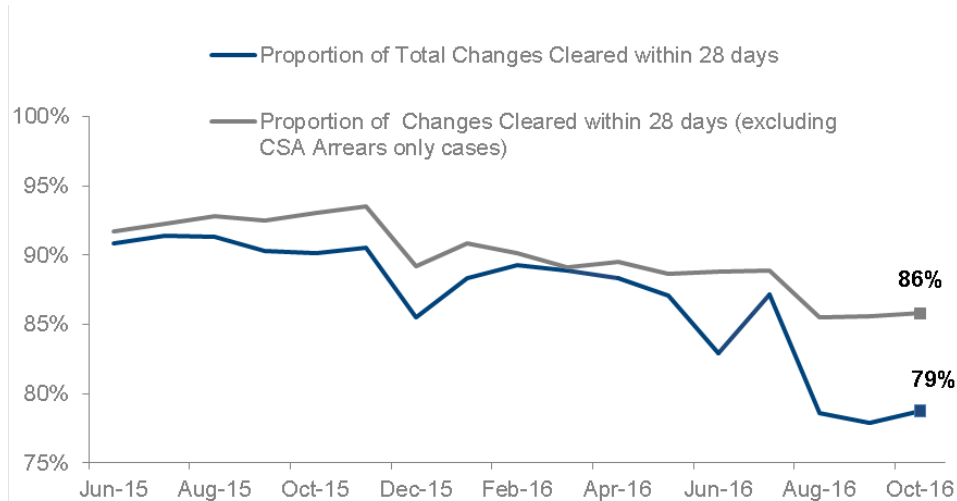
The Outstanding Maintenance Arrears are increasing as the caseload grows. In November 2016, cumulative **Total Maintenance Liability was £719.6 million**. In November 2016, the **Total Maintenance Arrears stood at £92.8 million on 103,300 Case Groups**.

See **Table 8** for full data.

## Change of Circumstances

The proportion of Change of Circumstances cleared within 28 days has declined since May 2016.

Change of Circumstances - June 2015 to October 2016



The graph above shows the proportion of Change of Circumstances cleared within 28 days. This is the number of Service Requests that have cleared within 28 days as a proportion of the total number of Service Requests received.

Changes of Circumstances are dealt with through different system processes and do not represent true operational performance of the 2012 Scheme. As the volume of CSA Arrears Only cases on the caseload increases, this has an increasing impact on the performance figures. We have therefore shown the proportion of changes within 28 days excluding these CSA Arrears Only cases, in addition to the total. This allows us to better differentiate the performance of the 2012 Scheme from the impact of internal system processes relating to CSA Arrears Only cases on the CMS computer systems.

The proportion of Total Changes of Circumstances cleared within 28 days shows a downward trend since May 2016.

Considering Changes Cleared (excluding CSA Arrears only cases) alone, the decline is less steep than for the Total Changes and the proportion of changes cleared within 28 days are consistently higher. Since August 2016, the difference between the two proportions has averaged 7 percentage points.

### Main Findings

There were **169,990 Change of Circumstances Service Requests received** in October 2016 in total. 79% of these were cleared within 28 days, this proportion increases to 86% if the Changes exclude those for CSA Arrears only cases.

See **Table 9** for full data.

We have identified a data error for proportion of Total Changes of Circumstances cleared within 28 days for July 2016 in the previous publication, released on 26 October 2016. This has been subsequently corrected.

## Mandatory Reconsiderations and Appeals

The proportion of Mandatory Reconsiderations cleared within 20 days has fluctuated slightly; the figure for November 2016 is four percentage points higher than the August 2016 value.

Mandatory Reconsiderations - April 2015 to November 2016

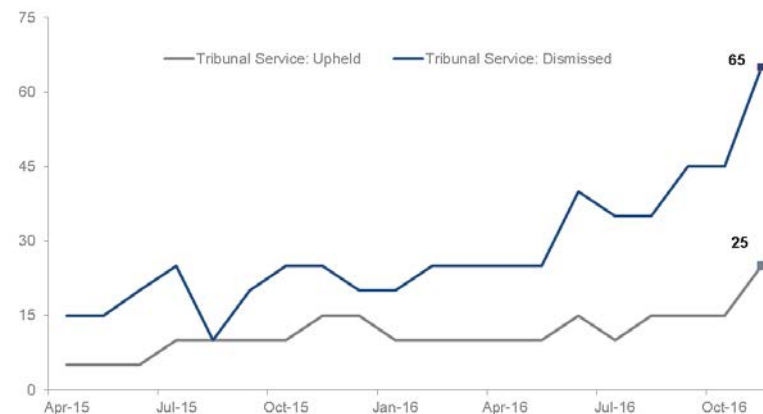


A Mandatory Reconsideration is when clients wish to dispute a decision and are required to ask the CMS to reconsider and revise the decision. The intention is that clients will then be able to make an informed decision on formally appealing to the Tribunal. An appeal cannot be lodged with Her Majesty's Courts and Tribunals Service (HMCTS) until the Mandatory Reconsideration process has been completed.

The proportion of mandatory considerations cleared was 87% in November 2016, which has increased by 4 percentage points compared with August 2016.

Appeal Outcomes have fluctuated since April 2015, in November 2016, 72% of Tribunal Service Appeals were dismissed.

Appeals Outcomes - April 2015 to November 2016



Appeals that are revised by the CMS or upheld by the Tribunal Service include those where the original decision made was correct but further evidence has been provided resulting in a revision.

### Main Findings

In November 2016, there were **1,910 Mandatory Reconsiderations** received and 1,760 cleared. Of these, 87% were cleared within 20 days.

See [Table 10](#) for the full breakdown.

In November 2016, **170 appeals were received** from clients and 120 were cleared, of which 90 were Tribunal Service Outcomes and 25 were Child Maintenance Service Outcomes.

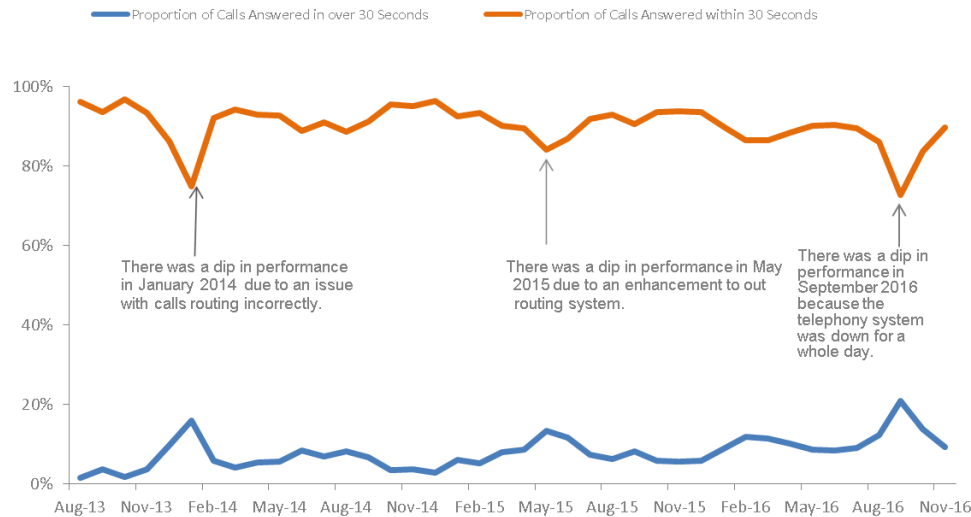
The figures for Mandatory Reconsiderations and Appeals are higher than those in August 2016. This is partly due to case closure activities; the CMS is revisiting lots of cases and making more decisions than it would normally do and partly because of backlogs at HMCTS.

See [Table 11](#) for the further breakdowns.

## Service Standards

The proportion of calls answered within 30 seconds in November 2016 was 90%.

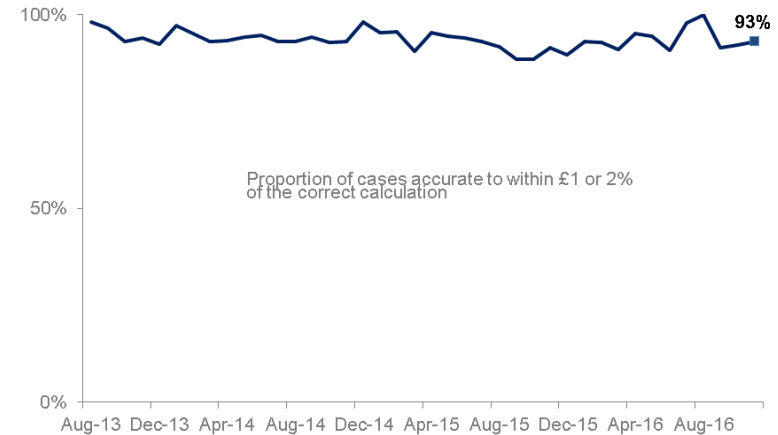
Proportion of Calls answered within 30 Seconds - August 2013 to November 2016



In response to client feedback an enhancement to telephony routing was introduced in May 2015. The enhancement has allowed even more clients to be routed to caseworkers with the appropriate knowledge and skills to deal with their enquiry or progress their case. This change has resulted in a small increase in the time taken to answer calls.

Accuracy levels decreased to 93% in November 2016, a decline of 7 percentage points compared with the August 2016 figure.

Accuracy levels - August 2016 to November 2016



Accuracy is defined as the proportion of cases that are accurate to within £1 or 2% of the correct calculation based on the latest assessment at the point of selection.

### Main Findings

There were **265 Complaints** received in November 2016. See [Table 12](#) for full data.

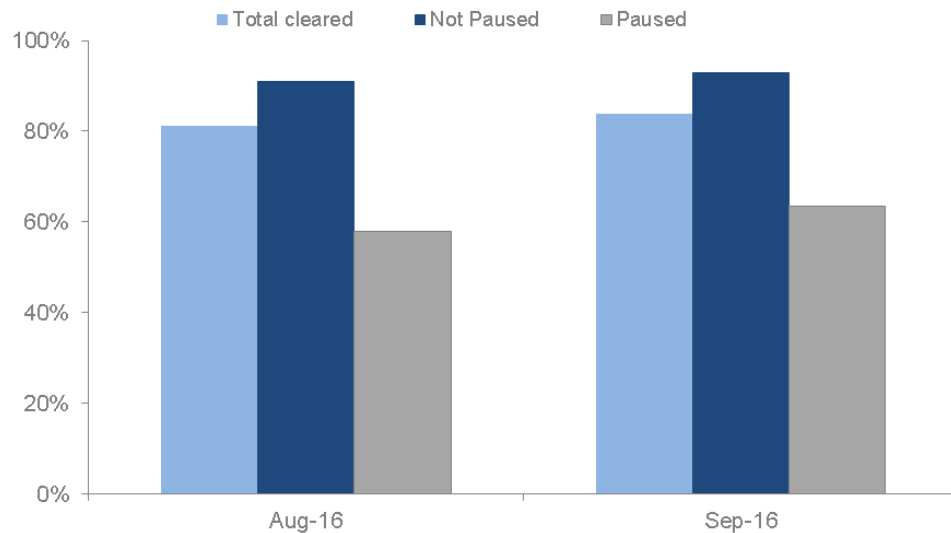
The proportion of calls answered has remained high overall other than the recent dip in September 2016. **In November 2016, 99% of calls were answered, with 90% answered within 30 seconds.** See [Table 13](#) for full data.

In month **Accuracy** stands at 93% in November 2016, which is a decrease of 7 percentage points from August 2016. We understand that a significant amount of resources was deployed to achieve the high performance level in August 2016. See [Table 14](#) for full data.

## Time to clear Applications

The proportion of new applications received between August and September 2016 cleared within 12 weeks averaged 83%. This figure was 92% for not paused and 61% for paused cases.

Proportion of New Applications cleared within 12 weeks for August 2016 to

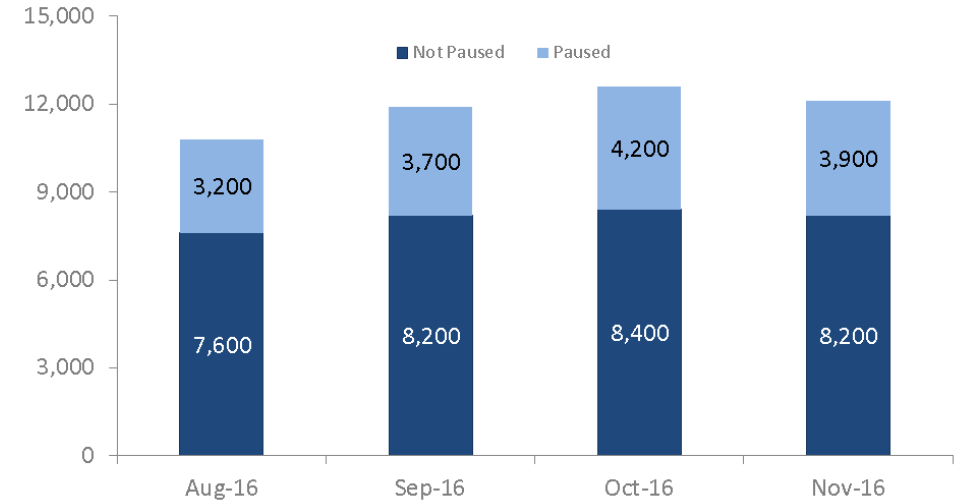


For clearance purposes, new applications are either not paused or paused. A New Application can be Paused if impacted by an associated linked CSA schemes case which was on the Case Closure Journey.

The chart above shows the proportion of CMS applications in the cohort months that were cleared within 12 weeks (the target clearance period). Data for October and November 2016 in the table are incomplete because the 12 weeks period is yet to be completed and are not used for the current analysis.

Total volume of New Applications shows an upward trend but reduced slightly in November 2016.

New Application volumes - August 2016 to November 2016



The majority of new Applications (close to 70%) are not paused and these get cleared at a faster rate than paused ones.

### Main Findings

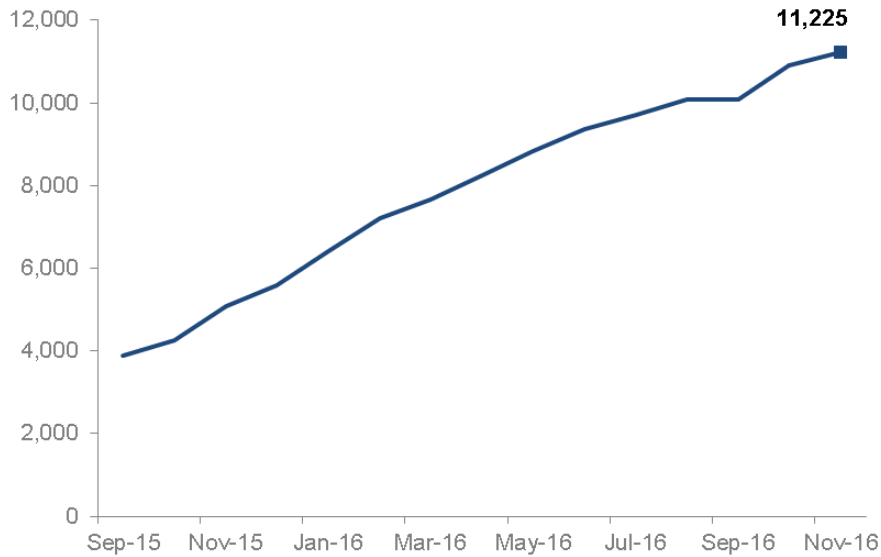
In September 2016, 84% of New Applications received were cleared within 12 weeks, the figures was 93% for Not Paused cases and 63% for Paused cases.

Further breakdowns of application volumes and time taken to clear them are provided in [Table 15](#).

# Enforcement

The volume of caseload in Enforcement has increased steadily since September 2015.

Volume of Caseload in Enforcement - September 2015 to November 2016

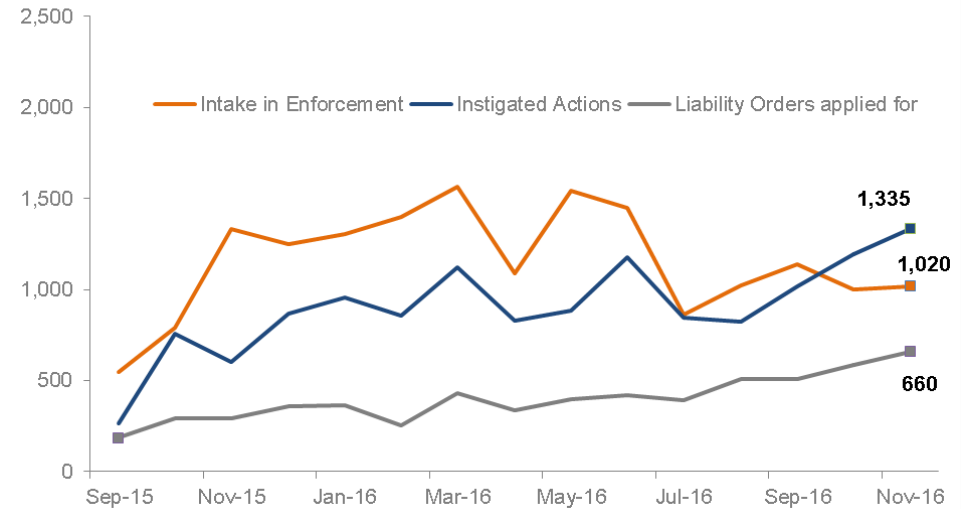


The graph shows the volume of caseload in enforcement on the CMS that had an enforcement action ongoing at the end of the month. The figures cover case groups on the caseload with a regular deduction order, lump sum deduction order or liability order enforcement action ongoing.

The volume of the caseload in Enforcement in November 2016 was 3.1%.

Trends in flows into Enforcement have been consistent, however, since October 2016; the volume of Instigated Actions has been higher than the Intake in Enforcement.

Flows into Enforcement - September 2015 to November 2016



Instigated actions is a measure of enforcement action considered in month, it's quite possible that after consideration an instigated action is deemed inappropriate for a number of reasons.

### Main Findings

The volume of instigated action has increased sharply since August 2016 and in the past two months ending November 2016 the figures have been higher than the intake in enforcement.

In **November 2016**, the volume of Caseload in Enforcement was **11,225**. See **Table 16** for full data.

## Methodology

Prior to December 2013, data are not representative of the full caseload due to the 2012 Scheme being introduced using a phased approach. During the early stages of the 2012 Scheme, applications were still accepted on the 2003 Scheme where the criteria were not met to apply to the 2012 Scheme. Please see the [Child Support Agency Quarterly Summary of Statistics](#) for historical intake figures for CSA 1993 2003 cases.

Some of the statistics are sourced from Management Information (MI); this MI is occasionally revised following publication. These changes tend to be minimal. As part of our methodology, small changes of less than 5% will not be updated in future publications. The only exception to this rule is for Appeals where the volumes are small and previous publications have already incorporated these changes.

### Data Sources

From August 2013 to March 2014 **Intake and Caseload** information was produced through interrogation of the Siebel case management system. In previous publications, the information from April 2014 was sourced from an automated report from the Siebel source system.

For the current publication, the methodology has changed from September 2014. Figures are now sourced from an administrative data source created based on an extract from the Siebel source systems. This allows us to develop measures to meet our commitments in the [Publication Strategy](#). This introduces some slight differences due to differences in the timing of the data extract.

### Data Quality

A system issue has been identified which impacts 2012 Scheme cases Intake figures in **Table 1**. Investigations have been carried out which identified incorrect duplication of cases.

The identified duplicate cases that have been created from the system issue have been removed from the 2012 Scheme cases Intake Figures in **Table 1**. Further work continues to explore the reasons for the duplicates which may result in future changes to methodologies.

2012 Scheme cases Intake figures include some cases where the client has closed an existing application and decided to come back to the CMS at a later date. Data on CSA Arrears only cases are only available from October 2014.

**Caseload** information from **Table 2.1** is sourced directly from the Siebel source system. Figures in **Table 2.2** are sourced from a Siebel system extract.

**Application Fee Exemptions** data in **Table 3** are manually extracted via filters from the Siebel source system and are snapshot figures taken at that point in time. By interrogating the source system we are able to provide a case based view as at the end of each month. Data are available from December 2014.

**Children Benefiting in Table 4** is calculated on cases that have been compliant in the quarter. A statistically valid sample is taken from the cases that have a positive liability to calculate a figure for the average number of children per case. This figure is then multiplied by the number of cases paying in the quarter to give the number of Children Benefiting. The sampling is completed on a 6 monthly basis, with the average figure then used in the months between sampling. The most recent sample was taken in September 2016. This is based on a sample size of roughly 1,100 cases chosen by simple random sampling. In September 2016, this constituted less than 1% of the relevant caseload.

**Compliance** measures include cases paying both via the Collect and Pay service and Direct Pay. **Table 5:** Proportion of Case Groups Contributing towards Current Liability is derived by dividing the number of Case Groups that have paid by the number of Case Groups due to pay. **Table 6:** Proportion of cash paid from Case Groups with a Current Liability is derived by dividing the amount of cash paid by the amount of cash due, from Case Groups that were due to pay.

Cases paying via Direct Pay are assumed to be fully compliant as clients can come back to the CMS if there is a default on their payment or to request a revised calculation.

**Service Type** information in **Table 7** provides Service Type information sourced directly from the Siebel source system. These data are available from August 2014, giving a case based view as at the end of each month.



**Outstanding Maintenance Arrears** information in **Table 8** is obtained from the Client Fund Accounts which are sourced by collating data from Sage General Ledger software with Operational Management Information.

**Total Maintenance Liability** data in **Table 8** is sourced from the Client Fund Accounts and are obtained by collating data from Sage General Ledger software with Operational Management Information. Arrears as proportion of Total Maintenance Liability are derived by dividing the Outstanding Maintenance Arrears by the cumulative Total Maintenance Liability.

**Change of Circumstances** measures in **Table 9** include the number of changes received, cleared and outstanding. Data are sourced from a Siebel system extract. The proportion of clearances is derived by taking the number of Service Requests that have cleared within 28 days divided by the total number that have been received that month.

**Mandatory Reconsiderations** data in **Table 10** are sourced from a Siebel system extract. Measures include the number received, total cleared and, of those, the number revised and not revised. The proportion of clearances is derived by taking the number of Mandatory Reconsiderations that have cleared within 20 days divided by the total number that were cleared in the month.

**Appeals** measures in **Table 11** include the number of Appeals received and the total number cleared broken down by outcome type. Data are sourced from an Appeals Tracking System (ATS).

**Complaints** information in **Table 12** is sourced clerically.

**Telephony** data in **Table 13** is collated on an automated telephony system which routes callers to the correct caseworker. This system has a built in management information capability which produces detailed reports including calls received, calls answered and speed to answer for all calls.

**Accuracy** figures in **Table 14** are derived by checking a sample of cases on which new assessments or changes to assessments have been carried out to ensure the calculation was accurate. The sample is derived by manually accessing the core system.

**Time to Clear Applications** data in **Table 15** are sourced from a Siebel system extract. Measures include the number of New Applications cleared and not cleared; it also includes the proportions cleared within 4 weeks, 6 weeks and 12 weeks.

**Enforcement data** in **Table 16** are sourced from a Siebel system extract. Data on Liability Orders in the table are sourced clerically and are for England and Wales only.

**Liability Orders** data in **Table 16** is sourced clerically.



## Definitions

**Accuracy:** The proportion of cases assured that are cash value accurate to within a £1.00 or 2% tolerance (whichever is higher) of the correct current calculation based on the latest assessment at the point of selection.

**Appeals:** The number of appeals received on the 2012 Scheme where the client challenges the maintenance decision.

**Application Fee:** From 30 June 2014, all New Applications to the 2012 Scheme were charged a £20 application fee.

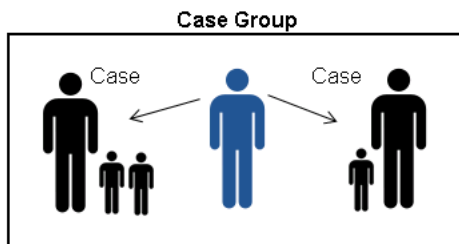
**Application Fee Exemptions:** Exemptions from applications fees can be applied in the following circumstances, where the applicant is under 19 years of age or they are or have been a victim of domestic violence (declare that they have suffered domestic violence or abuse, and they declared this to an approved body).

**CSA Arrears only cases:** These are cases that have not made application to the Child Maintenance Scheme following Case Closure, but had 1993 or 2003 Scheme arrears moved over to the 2012 computer systems.

**Calculation and Collection:** A case is classed as 'Calculation and Collection' when the maintenance calculation has been derived by the CMS (after assessment of the case) and the Paying Parent pays child maintenance to the CMS. The CMS then sends this money to the Receiving Parent. Money is paid into a bank or post office account or via [simple payment](#) method.

Further information on [how to pay child maintenance](#) is available online.

**Case Group:** A case group consists of all of the cases associated to a Paying Parent.



**Caseload:** The number of cases which are being managed on the 2012 statutory Scheme system.

**Caseload in Enforcement:** This is a count of all the casegroups on the caseload that are in enforcement at the end of the month.

**Cash Compliance:** The proportion of cash paid from case groups with a current liability.

**Case Closure:** The process of ending liability and closing all cases on the CSA (1993/2003) schemes.

**Change of Circumstances:** The number of Service Requests received that request a change of circumstance on a case.

**Children Benefiting:** The number of children benefiting from maintenance, calculated from cases in which a payment was received or had a direct pay arrangement in place.

**CMS:** Child Maintenance Service.

**Complaints:** The number of complaints received on the 2012 Scheme.

**Compliance:** The proportion of Case Groups who are contributing towards their current liability. A Case Group is considered to be contributing towards Current Liability if a case is Direct Pay or the Paying Parent has made a payment via the Collection Service in the quarter.

**Direct Pay:** A case is classed as 'Direct Pay' when the maintenance calculation has been derived by the CMS (after assessment of the case) and the Paying Parent pays child maintenance directly to the Receiving Parent. These cases

are assumed to be fully meeting their current liability (since clients can come back to the CMS if there is a default on their payment or to request a revised calculation).

**Domestic Violence:** We have used, for this purpose, the cross-government definition of domestic violence and abuse developed by the Home Office.

This has been published, along with the list of approved organisations to which such an incident can be reported, alongside the Child Support Fees Regulations 2014.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/261882/child-support-fees-who-to-report-domestic-violence-to.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/261882/child-support-fees-who-to-report-domestic-violence-to.pdf)

**Intake in Enforcement:** This is the volume of cases on the caseload that had a Regular Deduction Order, Lump Sum Deduction Order or Liability Order enforcement action recommended in month.

**Mandatory Reconsiderations:** This is where the CMS review the entire decision before a client can appeal against it.

**New Applications:** The numbers of Cases remaining in that cohort, once the Arrears Only Applications are deducted from the total Intake.

**Not Paused New Application:** A New Application can be Not Paused on its application journey if (i) there was no associated linked CSA schemes case which was not on the Case Closure Journey, or (ii) the only associated linked CSA schemes case was an Arrears Only case, or (iii) the transition across from a CSA scheme system was not delayed on its journey to assessment.

**Number of Instigated Actions:** This is a measure of enforcement action considered in month, this does not mean the activity was progressed e.g. the Liability Order (LO) instigation action figure is derived from the LO Magistrates Court SR and LO Sheriffs Court SR opened in the relevant period. It could well be that after consideration the action was inappropriate at the time for a number of reasons.

**Outstanding Maintenance Arrears:** This is maintenance arrears accrued on the 2012 Scheme.

**Paused New Application:** A New Application can be Paused if impacted by an associated linked CSA schemes case which was on the Case Closure Journey.

**Resolution:** The first stage of a complaint where CMS attempt to resolve the complaint.

**Review:** The second stage of a complaint which occurs if the complainant is not satisfied with the proposed resolution from the first stage.

**Service Request:** This is generated when the client requests a change or an action is required on the case.

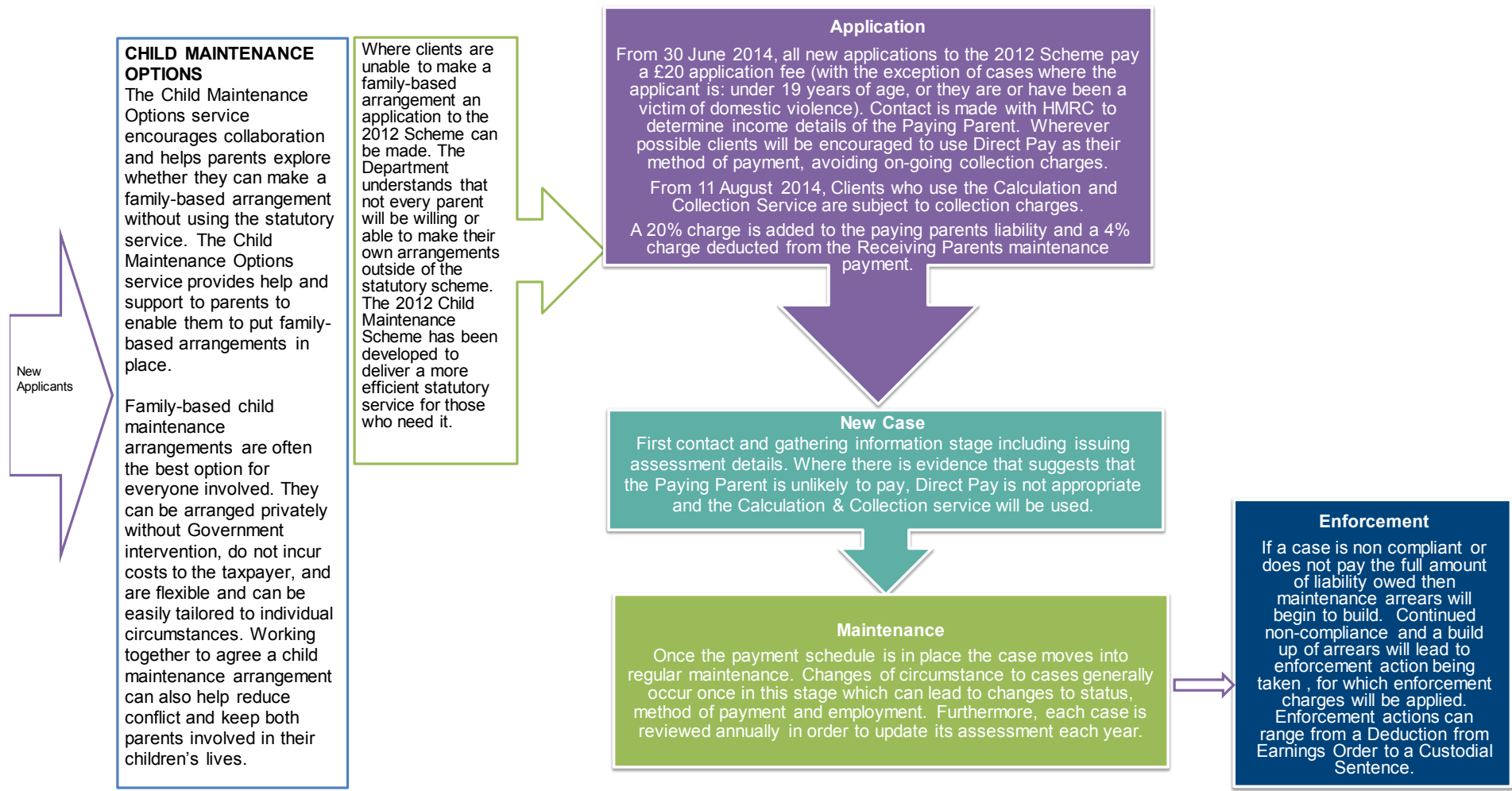
**Service Type:** This is the chosen method of payment of cases due to pay maintenance. Service type is split by cases paying via the Collect and Pay Service or via Direct Pay.

**Telephony:** The proportion of calls answered and the proportion of calls answered within 30 seconds.

**Total Intake:** The sum of new applications and arrears only applications received to the 2012 statutory scheme.

**Total Maintenance Liability:** This is the sum of maintenance liability for those paying via the Collect and Pay Service or via Direct Pay. Note that figures are cumulative.

# 2012 Scheme Overview



## Notes

The 1993 and 2003 statutory Schemes continue to be delivered by the Child Support Agency (CSA). However, over time the 2012 Scheme will be the only child support Scheme in operation. The process to close CSA cases began on 30 June 2014 and is expected to end in 2018.

Comparisons should not be made to previous Schemes because of the different objectives of the 2012 Scheme and the relatively high proportion of cases in the course of making their first payment. The reforms to the child maintenance system are to place emphasis on supporting parents to set up collaborative, family-based child maintenance arrangements, so that the statutory Scheme is no longer the default option.

### Uses and Users

The main users of the statistics in this document include: the public, external interest groups, Parliament, Department for Work and Pensions Ministers, Ministers and officials in other Government departments, academics, the media and external commentators and Department for Work and Pensions policy and operational officials.

The CMS 2012 Experimental Statistics are used by a number of internal stakeholders for:

- Monitoring and reporting performance trends against key indicators
- Informing briefing, lines to take and press releases
- Internal communications
- Answering Parliamentary Questions and Freedom of Information requests
- Undertaking internal analysis and producing figures at a lower and more granular level
- Setting internal performance measures
- Policy evaluation and to help external users gauge the effectiveness of Child Maintenance Systems

Our internet based publication means that we cannot ascertain all the varied uses of the numbers produced. However, we do know the experimental statistics are used for:

- Providing general information on the Child Maintenance Service in Great Britain
- Measuring performance of the new child maintenance Scheme
- Informing discussions and meetings with external stakeholders and MPs
- Social research and academic studies of the effectiveness of social policy

### Feedback Welcome

The Department for Work and Pensions is always glad to hear the comments and views of customers on the 2012 Experimental Statistics. Please email [cm.analysis.research@dwp.gsi.gov.uk](mailto:cm.analysis.research@dwp.gsi.gov.uk). We are developing these statistics over the next several releases.