

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 three statutory child maintenance schemes, which calculate how much maintenance should be paid and assist with collection arrangements.

## Main stories as of June 2016

Case Closure continues to have a big effect on the figures as more cases are closed and all new applications are now being processed on the 2012 scheme.

**Caseload has decreased  
by 75,500**

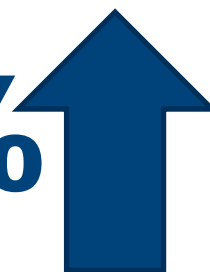
**Cases Contributing at its  
highest ever position**

**Children Benefitting from  
Maintenance has  
decreased by 17%**

**6.2%**



**92.3%**



**429,800 Children Benefitted from  
Maintenance**

## At a glance

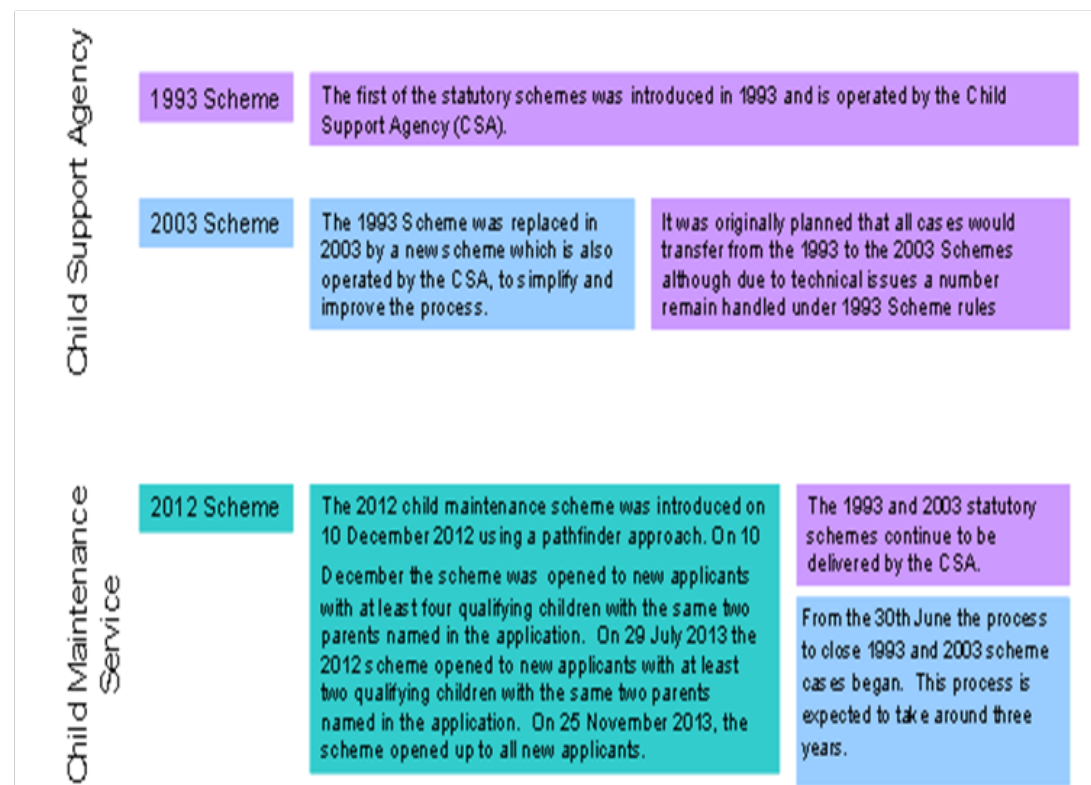
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## Background

This publication contains the most up-to-date tables and breakdowns on the **1993 and 2003 schemes operated through the Child Support Agency (CSA) only**. The publication does not cover statistics on the 2012 Scheme operated by the Child Maintenance Service which are [published separately](#), in line with our [strategy for publication](#) of 2012 Scheme information because of the differing intents of the two services.



For more information please see the background information document [here](#).

## Summary of Key Measures for June 2016

The table below reflects the performance of cases managed on the CSA Systems.

Key Measures					
	March 2013	March 2014	March 2015	March 2016	June 2016
<b>Proportion of cases making a contribution towards current liability in the quarter<sup>(1,2)</sup></b>	83.7%	85.6%	87.9%	92.1%	92.3%
<b>Number of Cases Contributing towards Current Liability<sup>(1,2)</sup></b>	646,400	631,900	557,900	379,300	317,700
<b>Number of Cases with a Current Liability<sup>(1,2)</sup></b>	772,600	738,500	634,900	411,700	344,100
<b>Proportion of Cases paying Full Liability (90% or more)<sup>(1,3)</sup></b>	59.4%	64.0%	68.4%	74.3%	76.8%
<b>Number of Children Benefiting at quarter end<sup>(1,2,5)</sup></b>	905,400	871,800	762,100	517,400	429,800
<b>Maintenance Collected and arranged<sup>(1,2,4,5)</sup> (12 month rolling figure)</b>	£1,229.9m	£1,270.5m	£1,177.2m	£999.5m	£916.1m
<b>Outstanding Arrears<sup>(1)</sup></b>	£3,806.1m	£3,849.0m	£3,850.3m	£3,708.1m	£3,584.0m

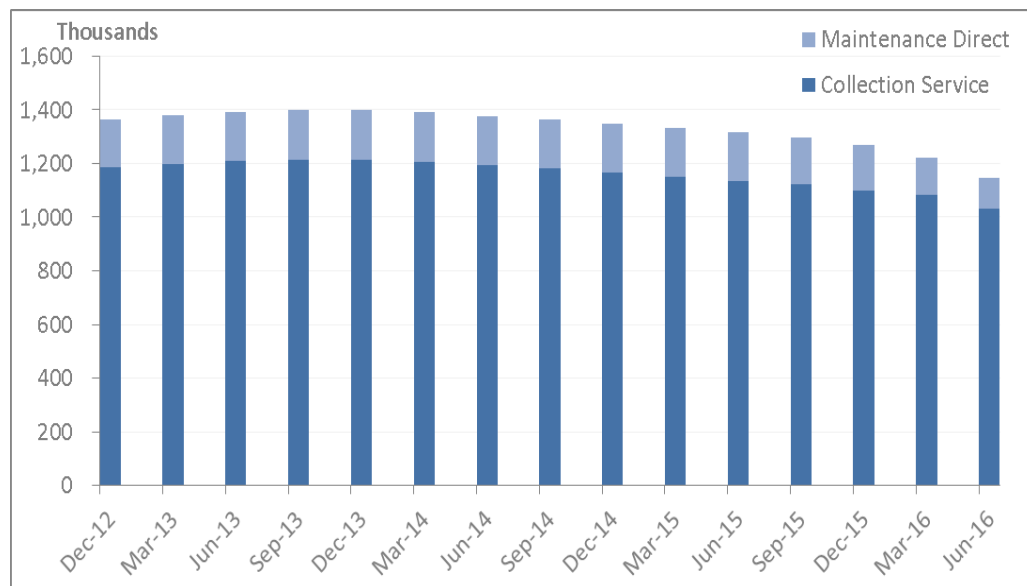
Notes:

- 1) Measures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) Maintenance Direct is where, following a maintenance calculation by CSA, the non resident parent pays child maintenance directly to the parent with care. Cases which are recorded as Maintenance Direct, approximately 10% of the live caseload, are assumed to be fully meeting their current liability since clients can come back to the CSA if there is a default on their payment or to request a new calculation.
- 3) Following internal analysis of child maintenance systems and external consultation it was agreed to move to report cases paying full liability as those cases paying 90% of their liability, as it provides a more accurate and meaningful measure. Maintenance direct cases are not included in the full liability columns as it is assumed money is flowing between parents.
- 4) As new applications are no longer being received onto 1993/2003 schemes and the case closure process continues; the indicators for number of children benefiting and maintenance collected and arranged are becoming less meaningful. We do, however, continue to monitor these performance measures.

# Live Caseload as December 2012 – June 2016

The number of live cases has decreased by 75,500 in the quarter to June 2016 with the majority of those cases being from the 2003 scheme.

The number of live cases currently being handled by the Agency December 2012 to June 2016.



- In the quarter to June 2016 the live caseload stood at 1,145,000. This is a decrease of 75,500 when compared to March 2016. The Collection Service caseload saw a greater reduction than the Maintenance Direct caseload.
- There has been a continued decrease in the number of cases in the Clerical Case Database. As at June 2016 there were 70,600 cases being managed off system.



- The proportion of male to female non-resident parents in June 2016 is in line with previous quarters, with a male non-resident parent in 9 out of 10 live cases<sup>1</sup>.

Prior to December 2013, the overall live caseload had been on an upward trend since March 2012, with both the Collection Service and Maintenance Direct caseloads following the same pattern. The decrease in the live caseload following this date has been expected due to the fact that new cases are no longer being processed on the 2003 Scheme, after the introduction of the 2012 Scheme, and as cases close as part of the CSA case closure process.

For the full breakdown of caseload see **Table 1** in the supplementary tables.

For historic data on the Clerical caseload see **Table 2** in the supplementary tables.

## About Clerical Case Database

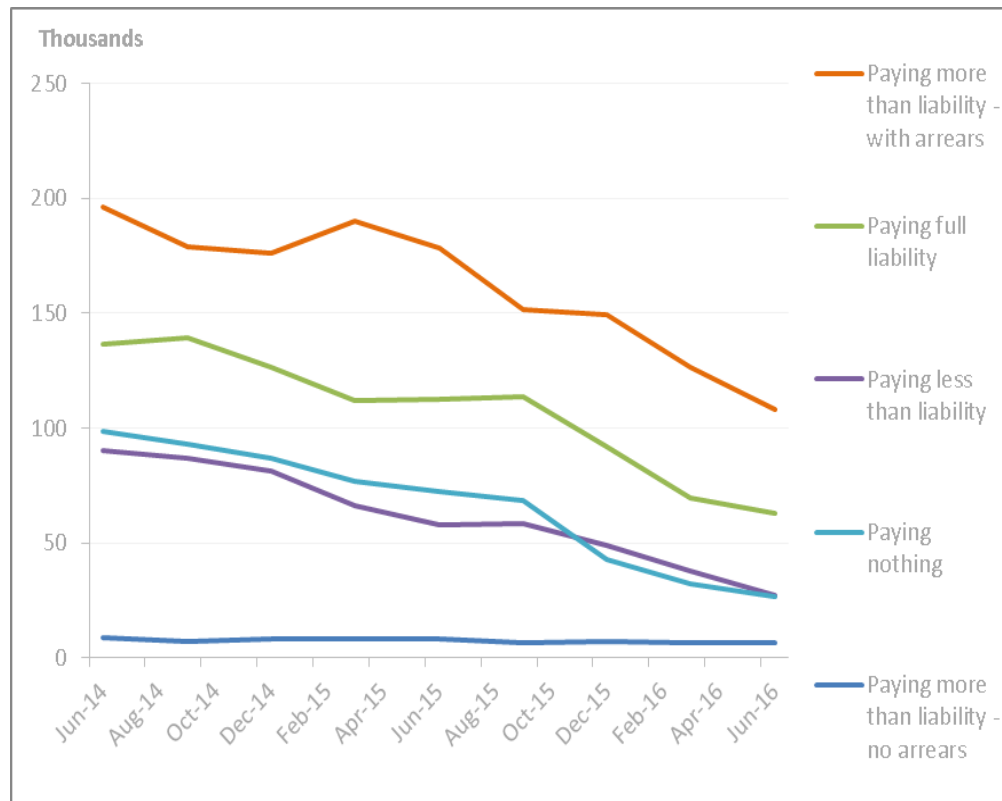
A number of Agency cases are being maintained on the Clerical Case Database and managed off system. These are defined as cases which, due to technical issues, cannot be processed on the core computer systems. Such technical issues arise from cases where either a calculation cannot be accurately maintained on the 2003 scheme, or where a calculation can be maintained on regular systems but problems have prevented other activities from being carried out on the system.

1) The proportion of cases where the non resident parent is male excludes cases managed off-system, which accounts for approximately 5.5% of the live caseload. The calculation is based on the live cases on 1993 and 2003 schemes, excluding cases managed off system.

# Caseload Status June 2014 – June 2016

The number of cases paying less than their liability has decreased by 28.5% in the quarter to June 2016.

The status of all cases with an assessment or calculation from June 2014 to June 2016.



There has been a big decrease in cases paying nothing; this is likely due to the closure of non-compliant cases as part of the case closure process.

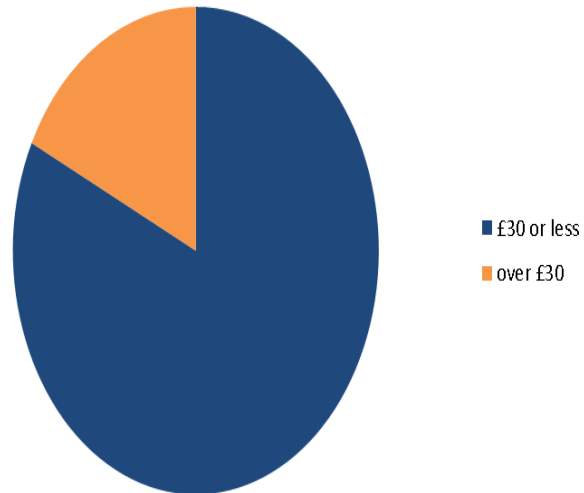
- Cases paying nothing have decreased from 32,400 in March 2016 to 26,400 in June 2016. This is an 18.5% decrease.
- The biggest proportional change in caseload status in the quarter is in the cases paying less than liability. These have decreased from 37,900 in March 2016 to 27,100 in June 2016, this is a decrease of 28.5%

A full breakdown of the caseload status is available **table 3** in the supplementary tables. There is also a full breakdown of each scheme. The 2003 scheme breakdown of caseload status is in **table 4** and the 1993 scheme in **table 5** in the supplementary tables

The increase in the proportion of cases contributing towards current liability is likely due to the order in which cases are selected for case closure. Nil assessed (segment 1) and non-compliant (segment 2) cases have been selected before compliant cases (Segments 3 and 4). The majority of segment 4 cases have not yet been closed. The closure of segment 1 cases will reduce the number of cases with a liability. The closure of segment 2 cases will increase average compliance in the pot of cases that are left. As the majority of segment 4 cases have not yet been closed, the number of cases contributing towards liability has not decreased at the same rate.

## Caseload by Weekly Liability Value

Of the live caseload 82.3% have an assessment of £30.00 or less, or a nil liability.

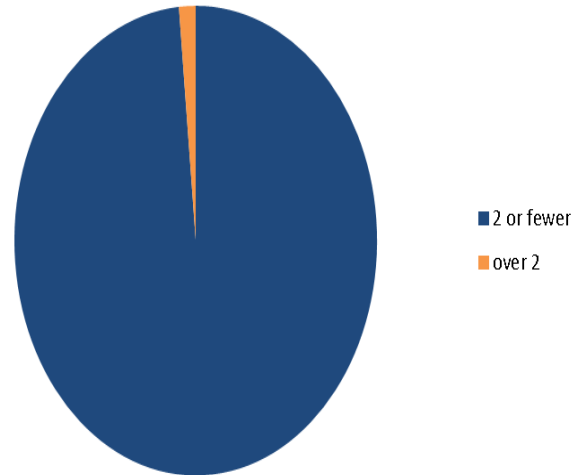


- The average weekly maintenance liability (including nil liability-cases that have been assessed and their assessment value is 0) stands at £11.90, excluding nil liability the average is £39.50.
- Of the cases managed via the Collection Service 14.2% have an assessment between £20.01 and £100 compared to 76.5% of those which are Maintenance Direct.

For the full breakdown of the caseload by weekly liability value see **Table 6** in the supplementary tables.

## Caseload by Number of Qualifying Children

Of the live caseload 98.5% of cases have 2 or fewer qualifying children.



For the full breakdown of the caseload by number of qualifying children see **Table 7** in the supplementary tables.

## Children Benefiting from Maintenance

The number of children benefiting has been on a downward trend since June 2013, and is now at its lowest since March 2012. The change in trend can be attributed to the fact that all new applications are now being processed on the 2012 scheme. The CSA Case Closure process has added to the continued reduction.



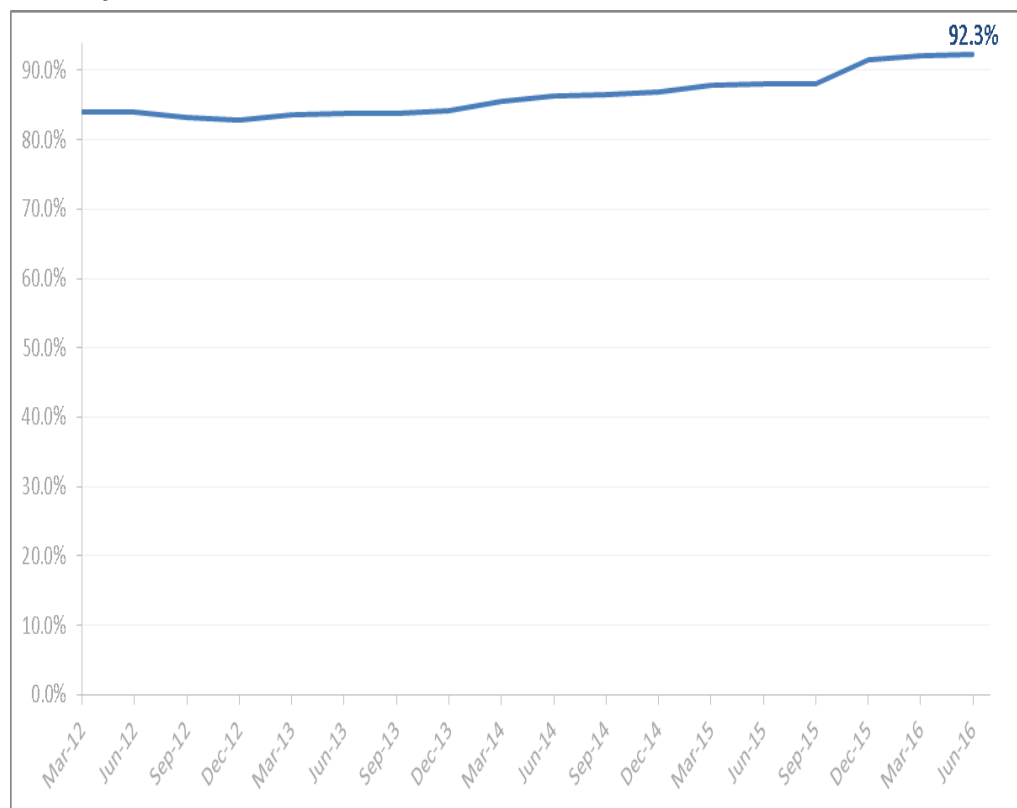
The number of children benefiting has decreased from 517,400 in March 2016 to 429,800. This is a 17% decrease in the quarter.

For the full breakdown of children benefitting from maintenance see **Table 8** in the supplementary tables.

## Cases Contributing towards Current Liability

The proportion of cases case contributing has increased every quarter since September 2013.

The proportion of cases contributing towards Current Liability from March 2012 to June 2016



Both the number of cases with a current liability and the number of cases with a contribution towards current liability have been on a downward trend since June 2013.

Despite this, the proportion of cases contributing towards a current liability has increased since September 2013.

- In the quarter to June 2016, 317,700 (or 92.3%) cases were paying towards their maintenance out of 344,100 cases with a child maintenance liability. This is compared to 379,300 (or 92.1%) out of 411,700 cases with a child maintenance liability in the quarter to March 2016.

For the full data see **Table 9** in the supplementary tables.

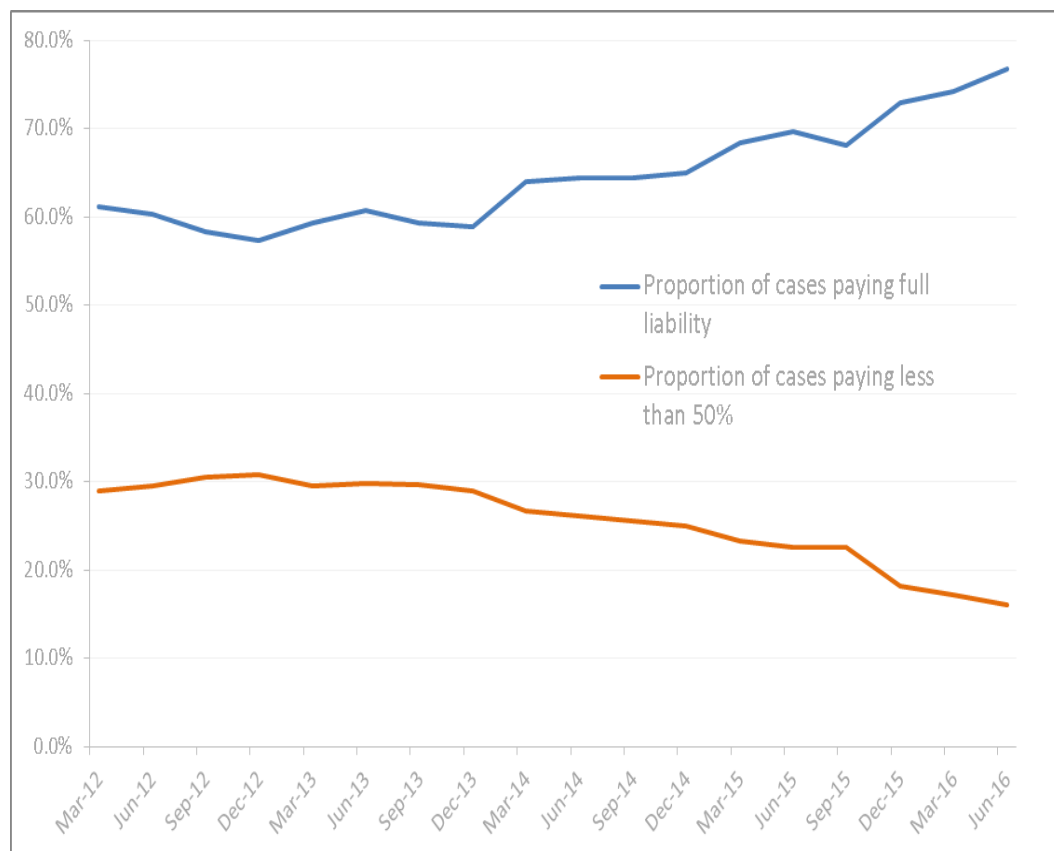
## More Information on Cases Contributing towards Current Liability

The increase in the proportion of cases contributing towards current liability is likely due to the order in which cases are selected for case closure. Nil assessed (segment 1) and non-compliant (segment 2) cases have been selected before compliant cases (Segments 3 and 4). The majority of segment 4 cases have not yet been closed. The closure of segment 1 cases will reduce the number of cases with a liability. The closure of segment 2 cases will increase average compliance in the pot of cases that are left. As the majority of segment 4 cases have not yet been closed, the number of cases contributing towards liability has not decreased at the same rate.

## Proportion of Liability Paid in the quarter to June 2016

The proportion of cases paying their full liability via the collection service in the quarter to June is at its highest position.

The proportion of liability being paid each quarter, for cases due to pay via the collection service from March 2012 to June 2016.



- Of cases due to pay via the Collection Service 76.8% paid their full liability in the quarter to June 2016, which is an increase from 74.3% in March 2016.
- The number of cases paying less than 50% of their liability via the Collection Service has decreased from 17.2% in March to 16.1% in the quarter to June 2016.

The proportion of cases paying their full liability via the Collection Service has generally increased since December 13, with the latest quarter standing at its highest position. Both the number of cases with a 0% contribution towards their liability and those paying less than 50% has been on a downward trend from September 2013.

For a full breakdown of the proportion of liability paid in quarter please see **table 10** in the supplementary tables.

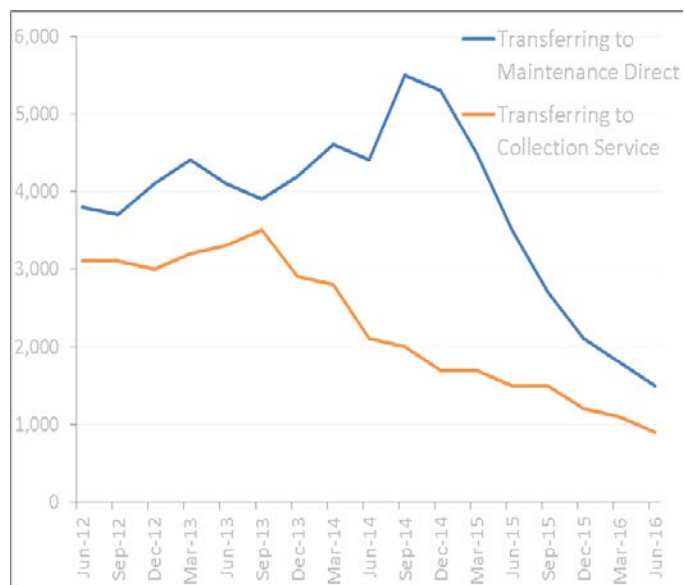
## More Information on Proportion of Liability Paid in quarter to June 2016

The increase in the proportion of liability paid in the quarter is likely due to the order in which cases are selected for case closure. Nil assessed (segment 1) and non-compliant (segment 2) cases have been selected before compliant cases (Segments 3 and 4). The majority of segment 4 cases have not yet been closed. The closure of segment 1 cases will reduce the number of cases with a liability. The closure of segment 2 cases will increase average compliance in the pot of cases that are left. As the majority of segment 4 cases have not yet been closed, the number of cases contributing towards liability has not decreased at the same rate.



## Maintenance Direct Cases

Overall the number of cases joining Maintenance Direct has followed a downward trend while the number of cases leaving Maintenance Direct has started increase over the past few quarters.



- In the quarter to June 2016, 1,500 cases transferred from the Collection Service to Maintenance Direct, while 900 cases transferred from Maintenance Direct to the Collection Service.

For the full data on the number of cases transferring to and from Maintenance Direct each quarter see **Table 11** in the supplementary tables.

The assumption is 100% compliance for Maintenance Direct. For illustrative purposes, if this assumption was to change to show Maintenance Direct with the same compliance as the Collection Service then there would be on average a 5 percentage point reduction in compliance.

## Liability and Credits

Liability and credits is the total amount of money due and of this, how much was received or adjusted. The closing balance is the difference between the two at the end of the period.

- The total Liabilities as a proportion of credits has been increasing every quarter since September 2015; this is likely due to the case closure process. The position at the end of June 2016 stood at 98.2% which is an increase of 0.9% from the end of March 2016 where the position was 97.3%.
- The difference between the liability accrued and the total credits in the quarter to June 2016 stands at £2.3m. This is a decrease compared to the previous quarter where the difference stood at £3.9m, and also £11.6m lower than the difference in March 2012.

For the full data on liability and credits see **Table 12** in the supplementary tables.

## Collections versus Liability

Collections versus liability is the amount of liability accrued and the amount collected within the quarter via the Collection Service.



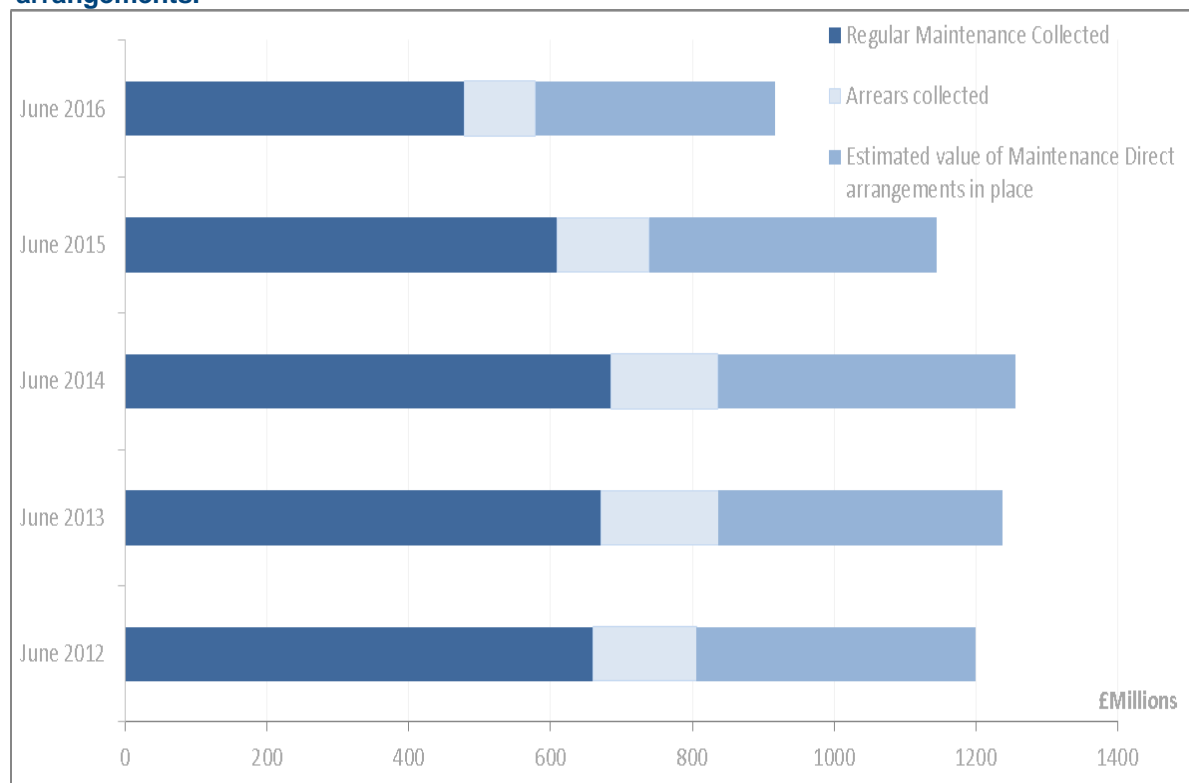
The proportion of liability collected has generally increased since March 2013 where it stood at 71.9%.

- 79.7% of money due to be paid in the quarter to June 2016 had been collected, compared to a March 2016 position of 79%.

For the full data on collections versus liability see **Table 13** in the supplementary tables.

# Maintenance Collected and Arranged to June 2016

The total amount of maintenance collected by the agency, and the estimated value of Maintenance Direct arrangements.



- In the year to June 2016, the overall maintenance collected and arranged fell to £916.1m, of which 100.5m was arrears. This is compared to a March 2016 figure of £999.5m, of which £106.7m was arrears and a June 2015 figure of £1,145m, of which £130.2m was arrears.
- In the quarter to June 2016, £189m was collected and arranged, of which £22.8m was contribution towards arrears. When compared to March 2016, the amount collected or arranged has decreased by £28.5m and the amount of arrears collected has decreased by £2.8m.

For the full data on maintenance collected and arranged see **Table 14** in the supplementary tables.

## More information on Maintenance collected and arranged

The total amount Collected and Arranged on a 12 month basis to March had previously increased each year, however the latest two years have shown a reduction. Regular maintenance and the amount of arrears collected have reduced over recent years, while yearly Maintenance Direct arrangements have increased until the last two years. The decrease in child maintenance collected or arranged is in part due to cases closing as part of the CSA case closure process and in part due to no new CSA applications as any new applications are going onto the 2012 Scheme.

## Outstanding Maintenance Arrears - June 2016

Outstanding maintenance arrears have decreased to £3,584 million in June 2016 when compared to £3,708 million in March 2016.

Quarterly change in Outstanding Maintenance Arrears from March 2012 to June 2016

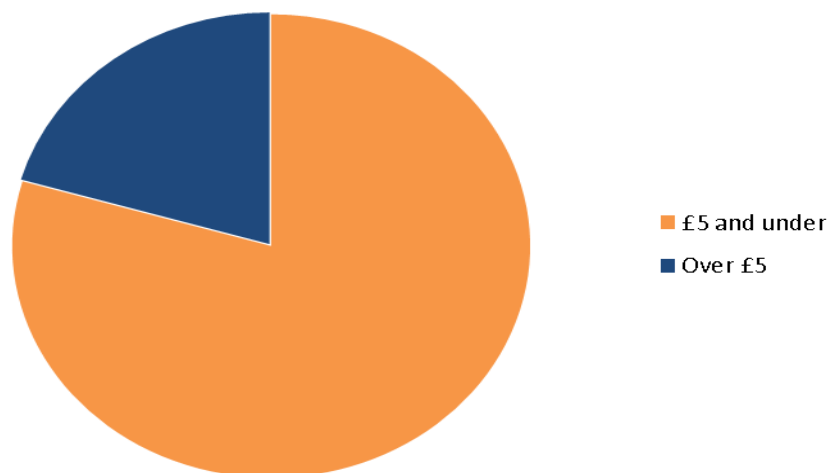


Prior to the case closure process the amount of arrears increased each quarter, with the exception of December 2012, which was due to a change in the methodology. The decrease in arrears is due to cases closing as part of the case closure process; this effect has been increasing month on month since June 2015. The [Case Closure](#) process takes a number of months to be completed, this is why the effect on arrears did not begin as soon as the process began in June 2014.

- Outstanding maintenance arrears have decreased to £3,584 million in June 2016 when compared to £3,708m in March 2016.
- The number of cases with arrears at the end of the quarter has decreased from March 2016 when it was 1,127,200 and now stands at 1,059,100 in June 2016.

For the full data on outstanding maintenance arrears see **Table 15** in the supplementary tables.

## Further Arrears Breakdown



The majority of the amount of arrears owed is on cases with no assessment, i.e. cases assessed as having a nil liability or no liability at all (Arrears only cases). In line with our Arrears Strategy: [Preparing for the future, tackling the past: Child Maintenance – Arrears and Compliance Strategy 2012 – 2017](#), our operational priority of the statutory service is to collect money for children who will benefit from regular on-going maintenance payments today, rather than prioritising the pursuit of historic arrears in cases where the children have now grown up.

- 79.5% of the total outstanding arrears are owed by Non Resident Parents who currently have either an assessment value of Nil or £5 and under.

For a full breakdown of the number of cases with outstanding arrears please see **table 16** in the supplementary tables.

The number of cases with an arrears liability had gradually increased since March 2012 but has been on a downward trend since March 2014. This is in line with the decrease in the caseload which is reducing as new applications are processed on the 2012 Scheme and cases are closed as part of the CSA Case Closure process.

- There were 180,500 cases paying towards arrears as June 2016, which is a decrease of 33,700 on the March 2016 figure of 214,200.

For further information on cases contributing to towards arrears, please see **table 17** in the supplementary tables.

The proportion of cases paying in the quarter to June 2016 has decreased: 15.1% of cases with arrears made a contribution in the quarter to June 2016 compared with 17.5% in the quarter to March 2016.

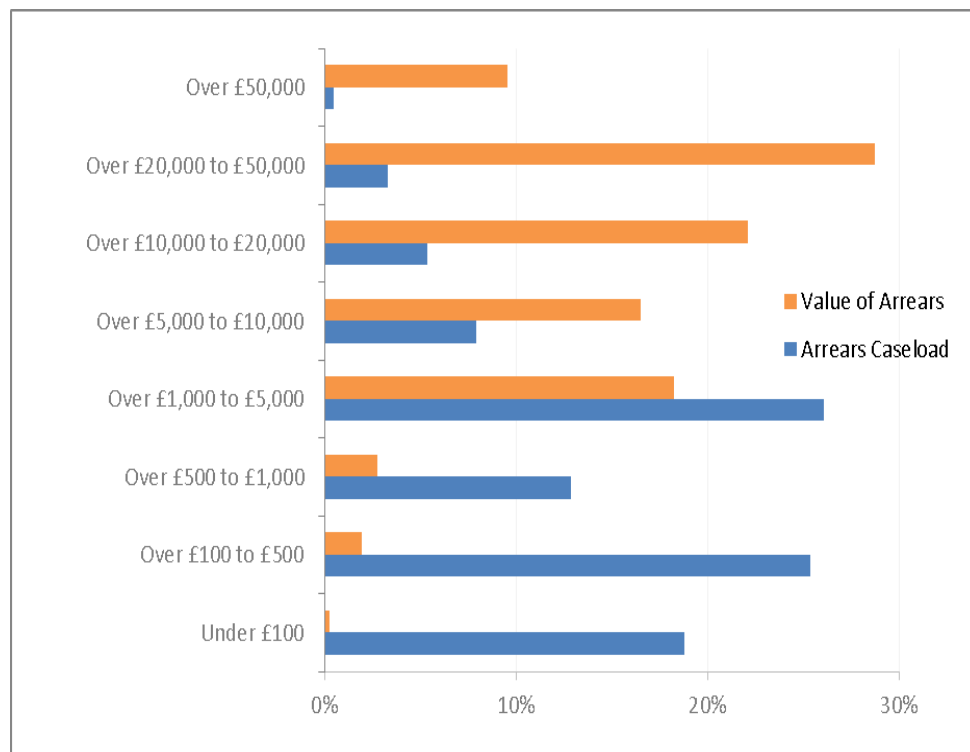


The proportion of cases that have not made a payment towards outstanding arrears since January 2012 has increased to 55.5% from 54.7%.

For a full breakdown of the amount of outstanding arrears date of last payment, please see **table 18** in the supplementary tables.

# Arrears distribution and Arrears segmentation

The arrears banding by caseload and value has remained consistent with the latest quarters.

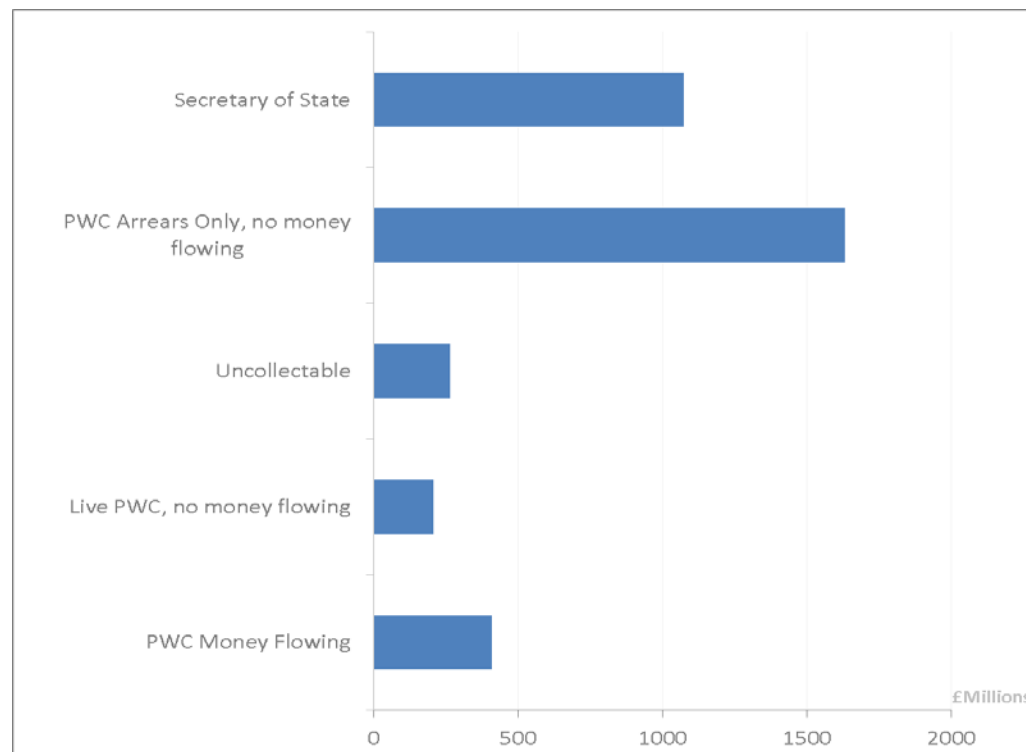


- 56.9% of the arrears caseload owe less than £1,000, this makes up 4.8% of the total value of arrears owed.
- Arrears of £10,000 and over make up 60.3% of the total value of outstanding arrears.

For a full breakdown of the arrears distribution, please see **table 19** in the supplementary tables.

For a full breakdown of the amount of outstanding arrears by weekly liability, please see **table 20** in the supplementary tables.

Arrears owed to the Secretary of State is on a continued downward trend



The level of arrears on priority cases where a child could still benefit has decreased in the latest quarter from £732m to £615m. The arrears on cases where money is flowing has also decreased by £92m in the same period.

Arrears owed to the Secretary of State are on a continued downward trend as very few arrears of this type can now accrue. This is due to the removal of the compulsion on parents with care, who are claiming benefits to use the CSA to collect maintenance payments.

For a full breakdown of the arrears distribution and to see the downward trends, please see **table 21** in the supplementary tables.

# Enforcement, Appeals and Complaints

## Enforcement

There has been a reduction across enforcement activities in the last year, with the exception of lump sum and regular deduction orders, as the focus has been taking the right action on cases to secure compliance. In line with our Arrears Strategy: [Preparing for the future, tackling the past: Child Maintenance – Arrears and Compliance Strategy 2012 – 2017](#), our operational priority of the statutory service is to collect money for children who will benefit from regular on-going maintenance payments today, rather than prioritising the pursuit of historic arrears in cases where the children have now grown up.

- The number of deduction from earnings orders/requests issued between April 2015 and March 2016 was 24,400 compared to 43,300 between April 2014 and March 2015.
- The number of lump sum and regular deduction orders authorised has decreased to 1,595 authorised during the period April 2015 to March 2016 which is down from 1,660 in the period April 2014 to March 2015.

For a full breakdown of enforcement data please see **table 22** in the supplementary tables.

## Appeals

From 28 October 2013 mandatory reconsiderations have been introduced into the appeals process. This is where the Child Maintenance Service will look again at the entire decision before a client can appeal against it. More details on the change to the appeals process can be found in the background information document [here](#).

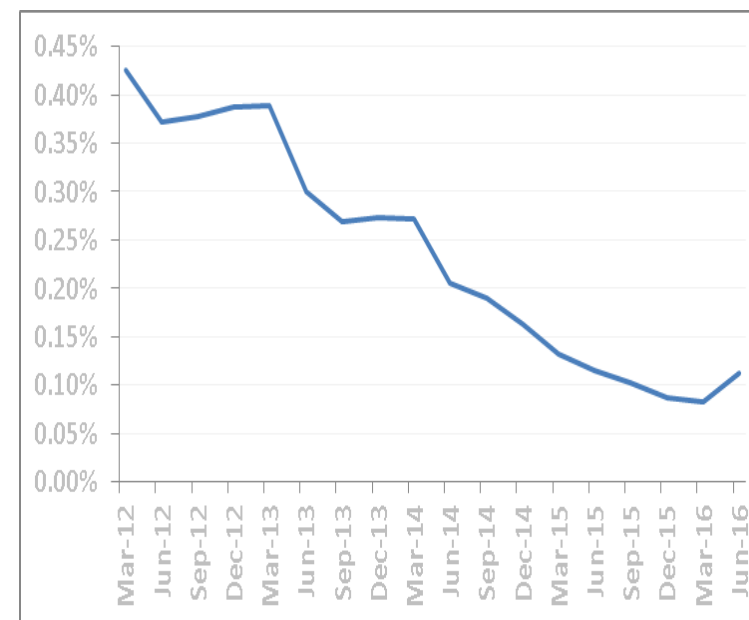
The number of appeals received between April 2015 – March 2016 was 1,330, a decrease of 130 on the number received between April 2014 - March 2015 and the lowest figure since April 2007 – March 2008.

The number of appeals being submitted to the tribunal service of decisions made prior to 28/10/13 has reduced by 77% from March 2015 where it was 495 to March 2016 where it stood at 115. This reduction is in line with the decrease of appeals received in respect of decisions made Pre 28/10/13.

For a full breakdown of appeals data please see **table 23** in the supplementary tables.

## Complaints

There has been an overall decrease in proportion of complaints to live caseload since March 2012.



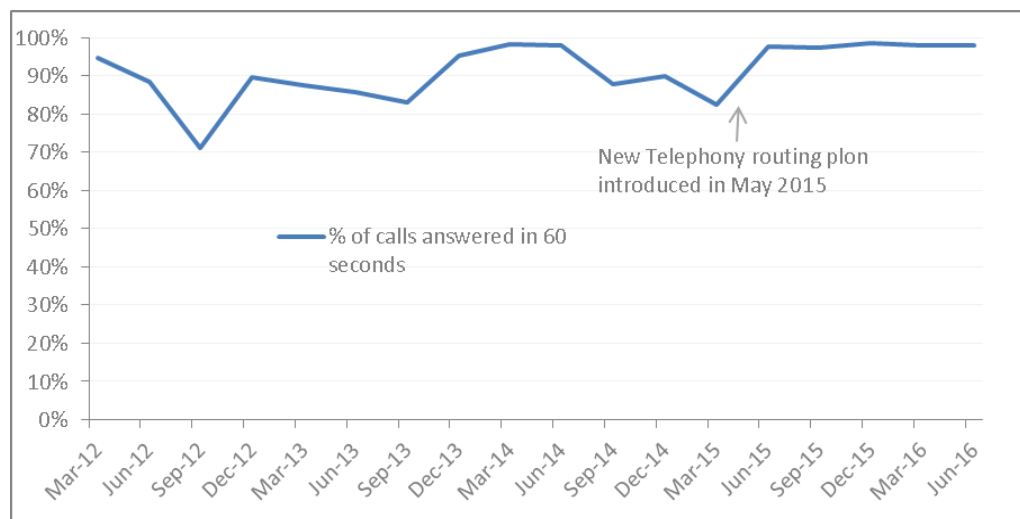
- 1,290 complaints were received in the quarter to June 2016, an increase of 280 when compared to March 2016.

For a full breakdown of complaints data please see **table 24** in the supplementary tables.

# Service levels - Telephony, Accuracy and Staffing

## Service levels have remained consistent despite an 8.7% reduction in number of staff

The proportion of calls answered in 60 seconds has remained consistent in recent quarters.



## Telephony

- 201,580 telephone calls were answered in the 3 months to June 2016, with the calls answered with the average waiting time of 13 seconds. This compares to the 12 months to June 2015 where 298,500 telephone calls were answered, with the average waiting time of 12 seconds. In response to customer feedback we introduced a new telephony routing plan in May 2015. The new plan has allowed us to route more customers to caseworkers with the appropriate knowledge and skills to deal with their enquiry or progress their case. This change has improved the in-month time to taken to answer calls.
- The in month proportion of calls answered within 60 seconds was 98.5% for June 2016. This is compared to a March 2016 figure of 97.9% and the June 2015 figure of 96.4%.
- The year to date position of calls answered within 60 seconds as at June 2016 was 98.1%. This compares to a year to date position at June 2015 of 90.3%.

For the full data on calls answered in 60 seconds please see **table 25** in the supplementary tables.

## Accuracy

The rolling 12 month accuracy measures have decreased slightly in the quarter to June 2016. The department continues to monitor and take on-going performance improvement action to improve accuracy levels. The proportion of new assessments that were accurate to within £1 or 2% of the maintenance calculation dropped to 92.4%, a decrease of 0.4 percentage points when compared to March 2016.

When compared to March 2016, the cash value accuracy measure has decreased by 0.3 percentage points to 95.6%. The cash value accuracy is calculated on the total cash value of errors against the total cash value of correct calculations; expressed as a percentage. This measure considers whether the maintenance calculation is correct to the nearest penny and the effective date has been applied from the correct date.

## Staffing

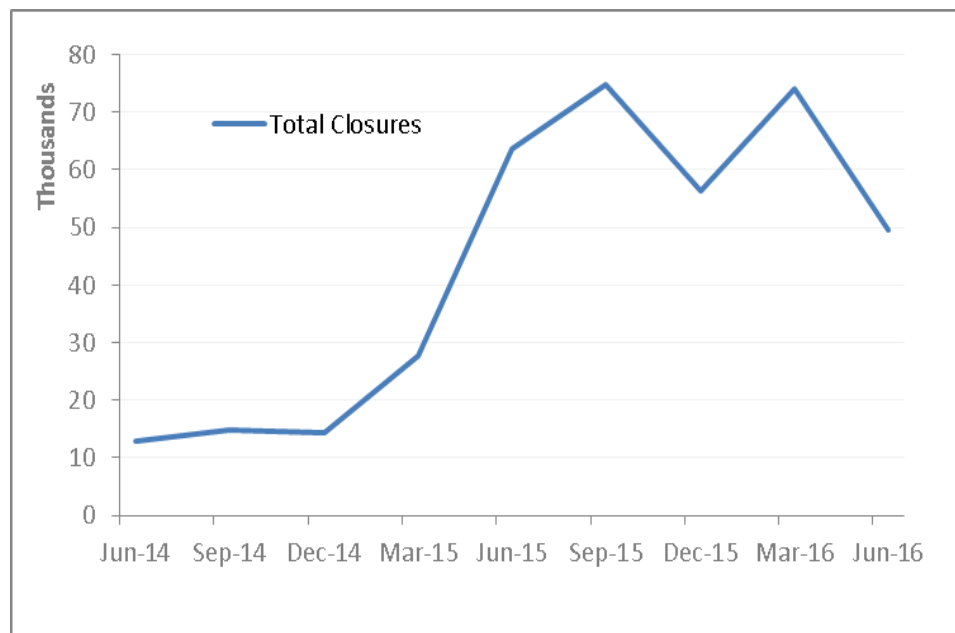
As at June 2016, 6,800 full time equivalent staff were employed to support the Child Maintenance system, across the Child Support Agency and the Child Maintenance Service. This is 650 fewer than in March 2016 which is a decrease of 8.7%. Service Levels have remained consistent.



## Reasons for Closure

The number of 2003 Scheme closures decreased from 74,100 in the quarter to March 2016 to 49,500 in the quarter to June 2016.

The number of closures has fluctuated since June 2015.



Proactive Case Closure of 1993 and 2003 Scheme cases began on 30 June 2014. The Case Closure process takes around six months from initial notifications to ending the on-going liability for child maintenance. From March 2015 the impacts of Case Closure on the overall caseload and the volumes of case closures are visible.

The increase in the proportion of cases contributing towards current liability is likely due to the order in which cases are selected for case closure. Nil assessed (segment 1) and non-compliant (segment 2) cases have been selected before compliant cases (Segments 3 and 4). The majority of segment 4 cases have not yet been closed. The closure of segment 1 cases will reduce the number of cases with a liability. The closure of segment 2 cases will increase average compliance in the pot of cases that are left. As the majority of segment 4 cases have not yet been closed, the number of cases contributing towards liability has not decreased at the same rate.

Up until December 2014, the number of 2003 scheme case closures had remained moderately stable. There was a significant increase in the number of closures from the quarter to June 2015.

- The number of applications not eligible or no longer valid and those not pursued by the applicant has decreased from 6,900 in March 2016 to 4,900 in June 2016.
- The number of 2003 scheme closures decreased from 74,100 in the quarter to March 2016 to 49,500 in the quarter to June 2016. This is a decrease of 33%.
- The number of 2003 scheme closures in the other categories decreased from 67,000 in the quarter to March 2016 to 44,400 in the quarter to June 2016.

Experimental statistics on the [Case Closure](#) process covering the period June 2014 to March 2016 were published on 3 August 2016.

A more detailed breakdown of closures **following** calculation can be seen in **table 26** in the supplementary tables.



## Further Information

Previous versions of the Child Support Agency Quarterly Summary of Statistics can be found on the [DWP pages of the Gov.uk](#) website.

### Data Conventions

Caseload figures are rounded to the nearest 100.

Enforcement figures are rounded to the nearest 5.

Appeals figures are rounded to the nearest 5.

Complaints figures are rounded to the nearest 10.

Collections figures are rounded to the nearest £0.1m

Outstanding arrears figures are rounded to the nearest £1m.

## Definitions

### Total Caseload

The total number of cases on the CSA 2003 and 1993 Schemes.

### Live Caseload

The total caseload minus cases with no current or on-going liability, no arrears and no payments are being made.

### Current Liability

A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance).

### No Current Liability

A case is classed as having 'No Current Liability' if it is open and currently has a nil liability but has at least one child of qualifying age, and therefore could have a positive liability in the future.

## **No On-going Liability**

A case is classed as having 'No On-going Liability' if there is no longer a child maintenance interest on the case i.e. the case has been cancelled/withdrawn, or there are no longer any children of a qualifying age remaining on the case.

## **Paying Towards Liability**

A case is classed as paying towards their liability if a payment has been received in the previous quarter, or the case is classed as Maintenance Direct at the end of the quarter.

## **Paying Towards Arrears**

To be classed as paying towards arrears a case must have made payments in the previous quarter that were above the liability due in that quarter.

## **Collection Service**

A case is classed as 'Collection Service' when the maintenance calculation has been derived by the CSA (after assessment of the case) and the non-resident parent pays child maintenance to the CSA. The CSA then sends this money to the parent with care.

## **Maintenance Direct**

A case is classed as 'Maintenance Direct' when the maintenance calculation has been derived by the CSA (after assessment of the case) and the non-resident parent pays child maintenance directly to the parent with care. These cases are assumed to be fully meeting their current liability (since clients can come back to the CSA if there is a default on their payment or to request a revised calculation).

This option allows the non resident parent to make agreed child maintenance direct to parent with care instead of formal collection through the CSA. In the 12 months to March 2016, around £370.3m (37.0%) of maintenance received was due to be paid this way.

The assumption is 100% compliance for Maintenance Direct. For illustrative purposes, if this assumption was to change to show Maintenance Direct with the same compliance as the Collection Service then there would be on average a 5 percentage point reduction in compliance.

A full list of definitions can be found in the Child Support Agency (CSA) Quarterly Summary of Statistics (QSS) [metadata](#).