

# Child Maintenance Service – Inbound and Outbound calls

Data for January 2016 to September 2016

Ad-hoc

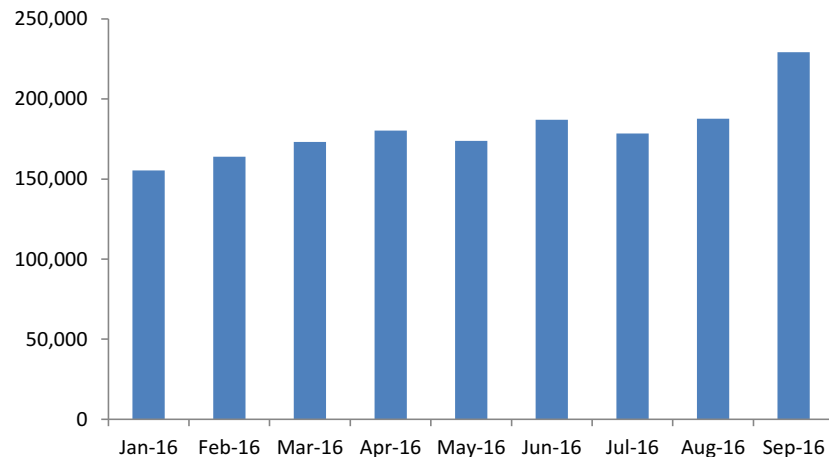
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Great Britain

This release includes the number of calls made to and from the Child Maintenance Service between January and September 2016. This includes all inbound calls made from clients to the Child Maintenance Service and outbound calls, where a successful connection is made, from the Child Maintenance Service to Clients.

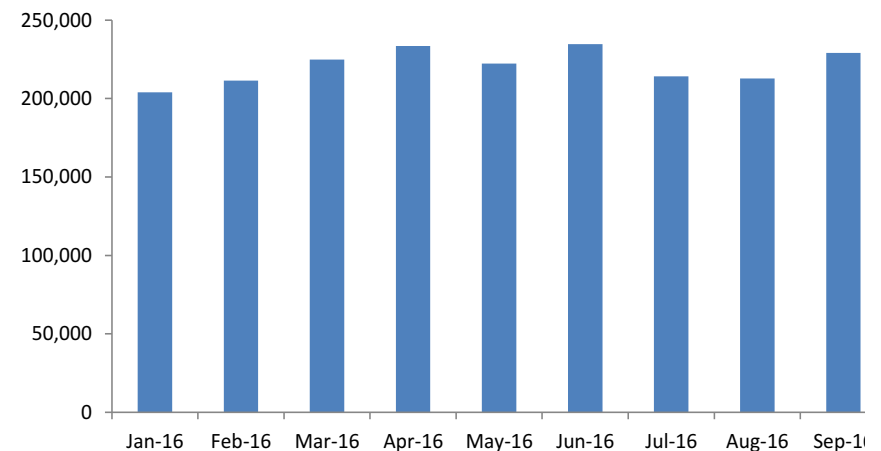
**Around 181 thousand inbound calls were made to the Child Maintenance Service each month between January and September 2016**

**Around 221 thousand outbound calls were made from the Child Maintenance Service each month between January and September 2016**

**Number of Inbound Calls - January to September 2016**



**Number of Outbound Calls - January to September 2016**



## About these statistics

This release includes the number of calls handled by the Child Maintenance Service between January and September 2016. This includes both inbound calls made from clients to the Child Maintenance Service and outbound calls made from the Child Maintenance Service to Clients.

The number of calls are sourced from internal management information.

The number of inbound calls is the number of calls made from clients to the general child maintenance number. Further detail regarding the proportion of these calls answered, and proportion answered in 30 seconds is published in the [2012 statutory child maintenance scheme statistics](#).

The number of outbound calls is counted as the total number of successfully connected outbound calls

This includes calls made to or from the Child Maintenance Service only. Information on the Child Support Agency is not included.

These figures are being released in order to provide further clarity to figures quoted at the Work and Pensions Select Committee on the Child Maintenance Service, which took place on the 7<sup>th</sup> December 2016.

## Where to find out more

Further information regarding the Child Maintenance Service can be found here: <https://www.gov.uk/government/collections/statistics-on-the-2012-statutory-child-maintenance-scheme>

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Comments? Feedback is welcome

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