

Child Maintenance Service 2012 Scheme Experimental Statistics

Data for August 2013 – March 2017

Quarterly

Published: 31 May 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 has replaced the 1993 and 2003 Schemes administered by the Child Support Agency (CSA), and historic cases are in the process of being closed. Comparisons should not be made to previous Schemes because of the different objectives of the 2012 Scheme.

Headlines

- Caseload stood at 322,800 as of the end of March 2017, an increase of 11% from December 2016.
- Outstanding Maintenance Arrears were £113.7m in March 2017, 17% higher than the December 2016 figures.

Geographical Breakdowns
are available in the tables.



Cash Due, Cash Paid, Case Groups and Compliance are shown split by Local Authority for the first time.

Collect and Pay compliance
has increased.

59%

The proportion of Collect and Pay Case Groups contributing towards current liability increased by two percentage points on the last quarter.

1.3% of all Direct Pay Case
Groups moved to Collect and
Pay in March 2017



Volume of Case Groups transferring Service
Type

At a glance

Page

Children benefiting from maintenance have increased by 13% since December 2016.

7

Collect and Pay Total Maintenance Liability was £249m, an increase of 16% since December 2016.

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The volume of Caseload in Enforcement remains at 3.2%.

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Case Groups Joining and Leaving Direct Pay are shown for the first time.

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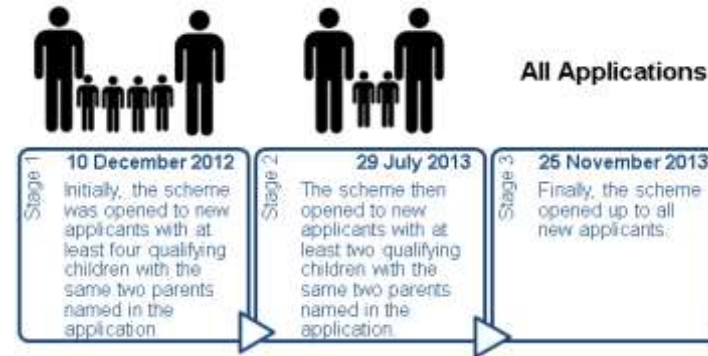
Comments? Feedback is welcome

Published 31 May 2017

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 March 2017.

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

This publication contains lots of changes as well as new measures. New measures include:

- A new twelve month rolling average for Accuracy.
- Geographical breakdowns show Case Groups with a current liability broken down by service type. Collect and Pay compliance is also shown.
- Direct Pay Case groups show volumes of Case Groups joining and leaving Direct Pay.
- Shared Care which shows the number of cases where Shared Care ended by Shared Care Band.
- Further measures for Enforcement now show Intake and outcomes for Criminal Enforcement for the first time.

There have been changes to several measures and tables which are shown below:

- As our review of the Direct Pay Assumption is still on-going we have removed Direct Pay cases from our compliance measure, focussing it on Parents who have Collect and Pay arrangements. The new measure on casegroups joining and leaving Direct Pay provides some indication of its success. We continue to consider other measures that can be used to assess the success of Direct Pay.
- Case Group compliance which shows volume and proportion of Case Groups Contributing towards Current Liability is now broken down by service types including Case Groups with a Current Liability, Case Groups Contributing towards Current Liability, Case Groups with both Service Types and Collect and Pay compliance.
- We have removed CSA Arrears only cases from the Intake and Caseload tables. These will be included in the [CSA Case Closure Publication](#). Change of Circumstances and Civil Enforcement still include CSA Arrears Only cases.
- Cash Compliance is now broken down by Service Types and Collect and Pay Cash Compliance is shown.
- Service Types are now Case Group based rather than Case based.
- Total Maintenance Liability is broken down by Service Type and Arrears and are shown as a proportion of Collect and Pay Total Maintenance Liability.
- Liability Orders are provided solely for 2012 New cases.

Changes to Future Publications

Information on the 2012 Scheme continues to be developed and tested. We plan to review the structure and content for the next release. 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 June 2017 and will be published in August 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,
- 2012 Scheme 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 Collect and Pay Total Liability.
- Change of Circumstances,
- Mandatory Reconsiderations and Appeals,
- Figures on Service Standards,
- Complaints and Accuracy,
- Time to clear New Applications,
- Enforcement actions,
- Direct Pay Casegroups,
- Shared Care.

Regional Tables are provided in further Supplementary tables.

Methodology and Definitions are included on pages 18 to 21.

Page 22 provides an overview of the 2012 child maintenance scheme.

Total Intake

2012 Scheme case Intake has generally increased since December 2014 with 12,900 applications in March 2017.

2012 Scheme cases Intake each month from September 2013 to March 2017



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.

Main Findings

The total 2012 Scheme case Intake volume was 12,900 in March 2017 an increase of 65.4% when compared to December 2016. The Total Intake consists of 12,900 2012 Scheme cases intake. This percentage increase is due to a seasonal effect around December each year where the number of Application intake drops, likely due to the Christmas period.

When comparing March 2017 to March 2016, the total 2012 Scheme Intake volume was up 1,700 cases or 15.2%.

See [Table 1](#) for full data.¹

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 Case Closure Cases that apply to 2012.

We have removed information regarding CSA Arrears Only intake. [The Case Closure publication](#) contains information on CSA Arrears Only intake and Caseload.

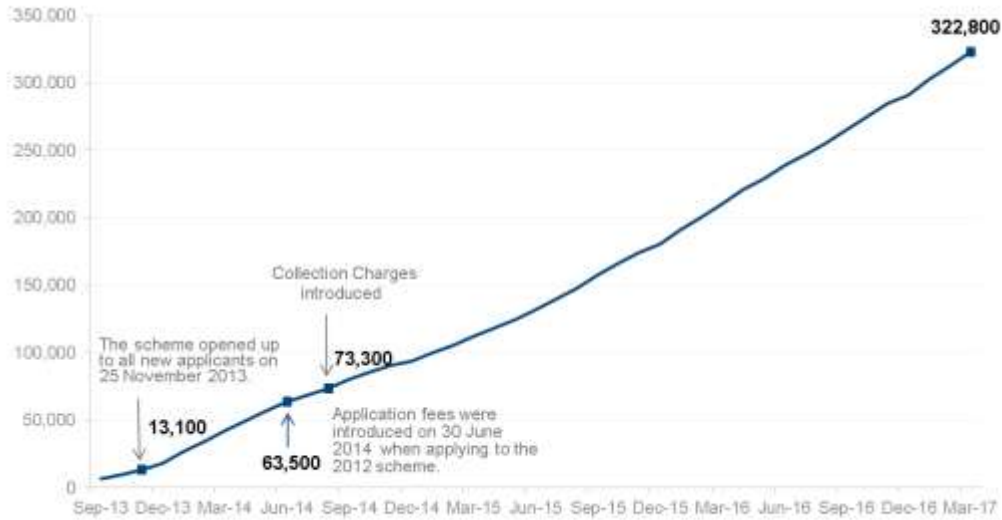
¹ A system issue has been identified which impacts 2012 Scheme cases Intake figures in Table 1. Investigations have been carried out which identified incorrect duplication of cases. The identified cases have been removed and so do not appear in the 2012 Scheme cases Intake figures in Table 1.

In the last quarter ending March 2017 the duplicates accounted for about 1.2% of New Applications.

Total Caseload

The Total Caseload continued to increase on the 2012 Scheme and as of March 2017, it stood at 322,800 cases.

Total caseload each month from September 2013 to March 2017



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 December 2016, 104,100 cases that had their CSA liability ended had made an application to the CMS.

Main Findings

The number of cases managed on the 2012 Scheme increased by 11% in March 2017 when compared to December 2016. The Total caseload has increased by 31,800 cases over the same period. The caseload consists of 2012 Scheme cases only.

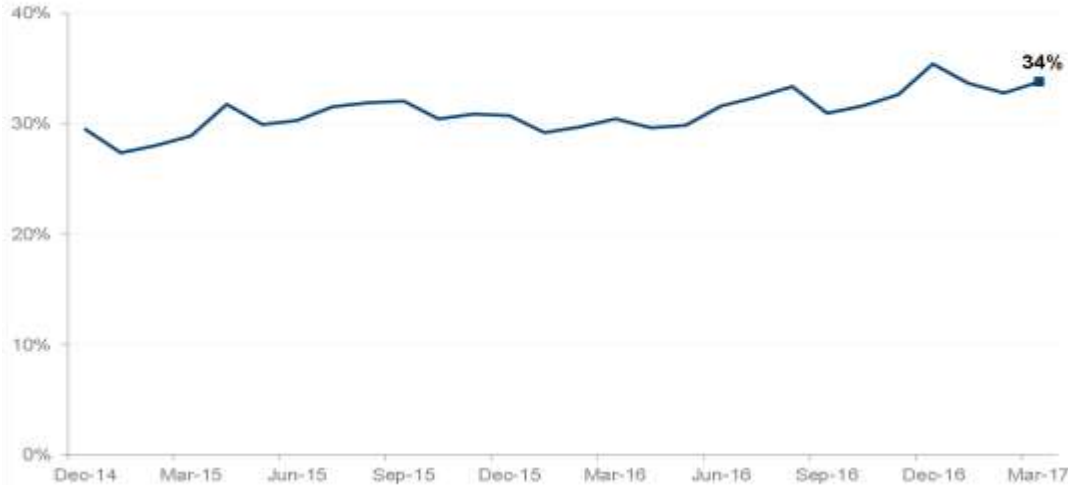
See [Table 2](#) for full data.

We have removed information regarding CSA Arrears Only caseload. [The Case Closure publication](#) contains information on CSA Arrears Only intake and Caseload.

Application Fee Exemption

The proportion of exemptions from Application Fees has remained steady; 34% of applications were exempt from fees in March 2017.

Proportion of fee paying applications against intake December 2014 to March 2017



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

Main Findings

The proportion of exemptions from Application Fees against intake had remained between 27% and 34% since December 2014 and has averaged 31% over the period.

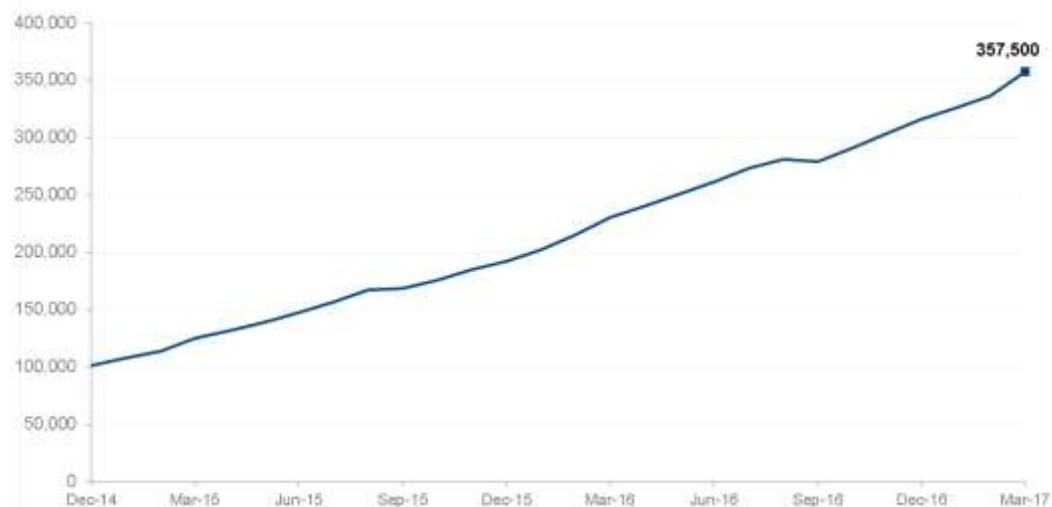
In March 2017, there were 4,370 exemptions to Application Fees. Of these, 4,340 were for the reason of domestic violence.

Figures on the number of Application Fee Exemptions and Fee Exemptions due to reason of domestic violence are available in [Table 3](#).

Children Benefiting

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 13% in the quarter to March 2017.

Children Benefiting - December 2014 to March 2017



The graph above shows the number of children benefiting which can be defined as those whose parents received payments on Collect and Pay or those whose parents have a Direct Pay arrangement in place.

We are developing current data capability to review the methodology around how we calculate Children Benefiting. The current methodology takes a representative sample from cases that have a positive liability to calculate the average number of children per case. 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 March 2017. This is then grossed to a population total.

This counts up the number of children in Collect and Pay cases where there is a money flow and assumes all children on Direct Pay arrangements are financially benefiting. It is not yet possible for us to distinguish these service types in estimating the number of Children Benefiting on each service type. This is under development and will be reviewed in future publications. As such the number of Children Benefiting should be treated as an upper bound.

Main Findings

In March 2017, the average number of children per case was 1.47. At the end of March 2017, we were 95% confident that the number of children benefiting lies between 346,800 and 368,300.

The number of Children Benefiting has increased as more applications are made to the 2012 Scheme. **In the quarter to March 2017, 357,500 children benefited**, this is 13% higher than the December 2016 figure which was 316,100.

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

Compliance and Service Types

Chosen method of payment of those who are due to pay maintenance at the end of March 2017

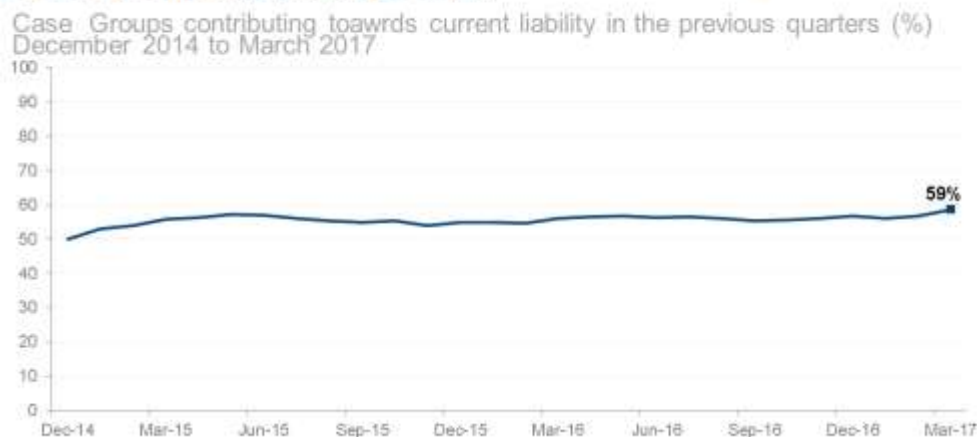


Parents are encouraged, where possible, to work together on their child maintenance payments, using Direct Pay as their preferred method of payment. Collection charges were introduced from August 2014 for clients who use the Collect and Pay Service. Paying Parents are charged a rate of 20% with Receiving Parents charged at 4%.

See **Table 7** for historical splits of Service Type by Case Groups.

The compliance figures showed below measures those contributing towards current liability for Collect and Pay Case Groups. This differs from the previously published measure which included the assumed impact of Direct Pay Case Groups.

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



See **Table 5** for Case groups contributing towards their current liability.

The intention of the Child Maintenance reforms is to encourage parents to make Family Based Arrangements where they can do so. Where parents are not ready or able to make their own arrangement, the statutory scheme remains available and the Direct Pay option enables parents to avoid collection charges by arranging payments between themselves.

The Collect and Pay service is available for those parents where a collaborative arrangement is not possible or where the paying parent is not meeting their obligations. These parents represent a small subset of all Child Maintenance arrangements, and will be the most difficult cases to collect maintenance from since those who are more likely to demonstrate compliant behaviour might be more successful in setting up a collaborative arrangement.

Main Findings

As of March 2017, paying parents in **70% of Case Groups that were due to pay their maintenance liability chose to pay directly to the receiving parent with the remaining 30% of families using the Collect and Pay Service.**

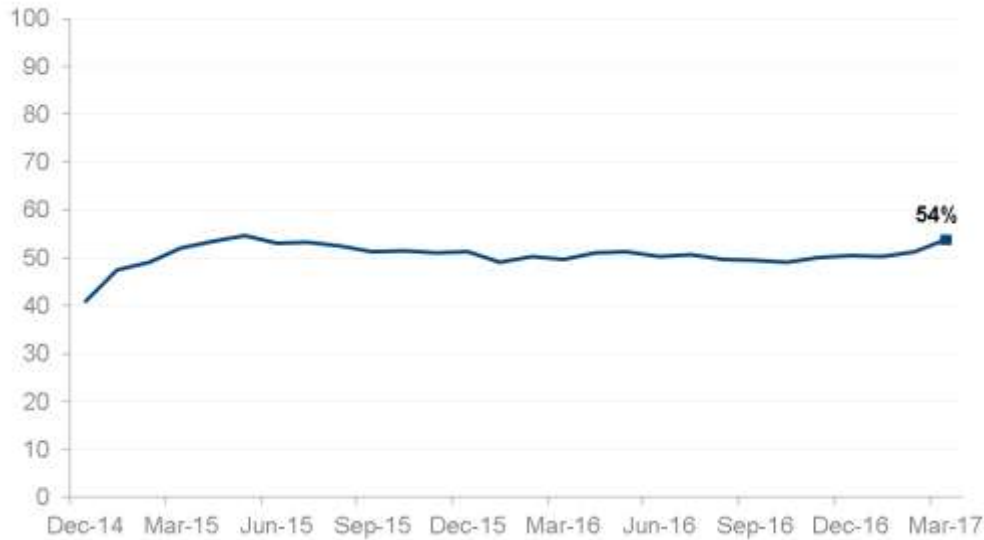
A Case Group is considered to be paying towards their current liability if a parent has made a payment via the Collect and Pay Service in the quarter where there has been an occurrence of 'On-going' Maintenance.

As at the end of March 2017, 79,600 Case Groups were using the Collect and Pay service and 189,900 used Direct Pay to pay their maintenance. The number of Case Groups using both service types was 6,000.

Of the 79,600 Case Groups on Collect and Pay in the quarter to March 2017, **59% of Case Groups were contributing towards their current liability.** This is the highest recorded figure for Collect and Pay compliance since the 2012 Scheme began.

The proportion of Cash Due paid in the quarter has remained steady

Cash Paid against Cash Due in the previous quarters (%) December 2014 – March 2017



Main Findings

As at the end of March 2017, 54% of cash due was paid. This is an improvement of 3 percentage points on the previous quarter where the proportion of Cash Due that was paid was 51%. This has remained relatively stable over time.

See [Table 6](#) for Cash Compliance Data.

Outstanding Maintenance Arrears and Total Maintenance Liability

Total Maintenance Liability was £908m as of March 2017, an increase of 19% since December 2016.

Total Maintenance Liability split by Service Type - March 2015 to March 2017



Collect and Pay Total Maintenance liability was £248 million in March 2017, an increase of 17% over the December 2016 figures. This will continue to grow as the Caseload increases. Currently, Collect and Pay represents 30% of Case groups with a current liability.

Main Findings

The graph shows the Total Maintenance Liability broken down by Service Types. As of March 2017 the Total Maintenance Liability was £908m. Of this £660m (73%) was from parents on Direct Pay, and £248m was from parents on Collect and Pay.

The following graphs focus on the Collect and Pay Service Type. See [Table 8](#) for full Data.

Collect and Pay Maintenance Liability was £248m, the amount collected was £135m resulting in Arrears of £114m an increase of 17% over the December 2016 figure

Collect and Pay Maintenance Liability – March 2015 to March 2017



In the graph, the orange shaded area is the Collect and Pay Outstanding Maintenance Arrears; the total area is the Total Maintenance Liability; while the grey area is the difference between the between the two and is identified as a proxy estimate for the amount collected.

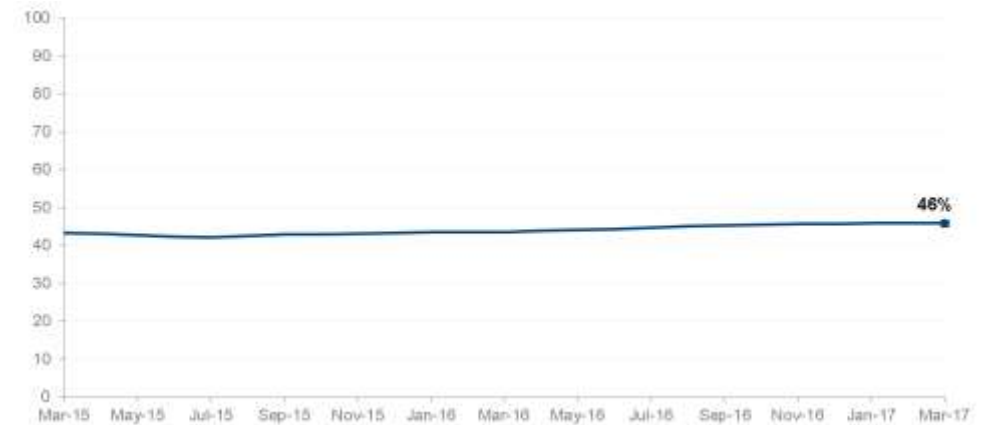
The amount of **Outstanding Maintenance Arrears** includes arrears accrued on the 2012 Scheme for the Collect and Pay service. However, this could also include arrears accrued from cases that were on Direct Pay arrangements that have broken down and subsequently transferred onto the Collect and Pay Service. This figure does not contain details of arrears transitioned from the 1993/2003 Schemes.

The Outstanding Maintenance Arrears are increasing as the caseload grows. In March 2017, cumulative **Total Maintenance Liability for Collect and Pay was £248 million**. In March 2017, the **Total Maintenance Arrears stood at £114 million on 117,000 Case Groups¹**.

¹The arrears figure may not be based on all the 117,000 Case Groups as some Case Groups will be in arrears, some will have nil balance and some will have paid more than the liability owed and so have cash balance on their case.

The Outstanding Maintenance Arrears as a proportion of Collect and Pay Total Maintenance Liability for was 46% in March 2016.

Outstanding Maintenance Arrears as proportion of Collect and Pay Total Maintenance Liability for – March 2015 to March 2017



The graph shows the proportion of the Outstanding Maintenance Arrears compared with the Total Maintenance Liability for Collect and Pay. 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.

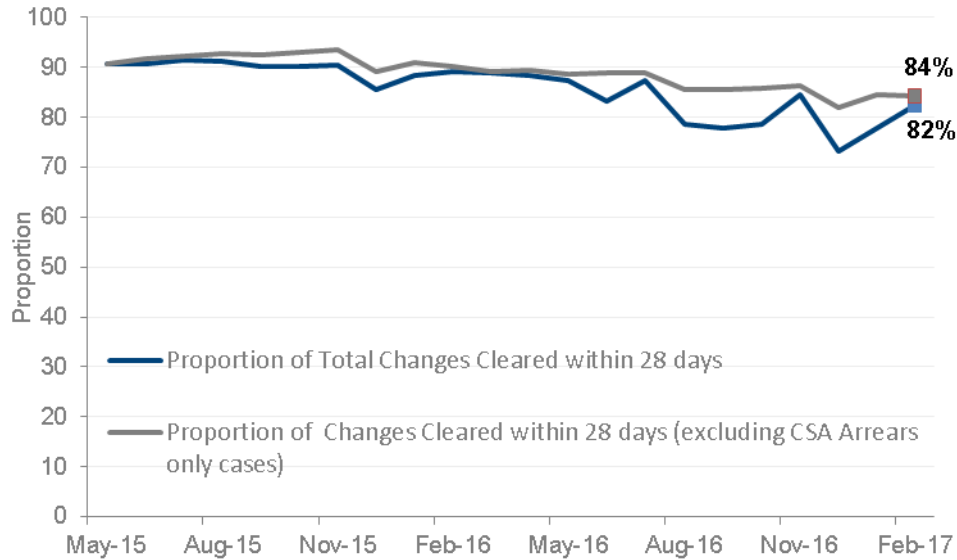
In March 2015, Outstanding Maintenance Arrears was about 43% of Collect and Pay Total Maintenance Liability; this has increased to 46% in March 2017.

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 February 2017



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.

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.

Main Findings

There were **162,930 Change of Circumstances Service Requests received** in February 2017 in total; 82% of these were cleared within 28 days. This proportion increases to 84% if the Changes exclude those for CSA Arrears only cases.

See **Table 9** for full data.

Mandatory Reconsiderations and Appeals

The proportion of Mandatory Reconsiderations cleared within 20 days has fluctuated slightly; the figure for March 2017 is the same as the December 2016 value.

Mandatory Reconsiderations - June 2015 to March 2017

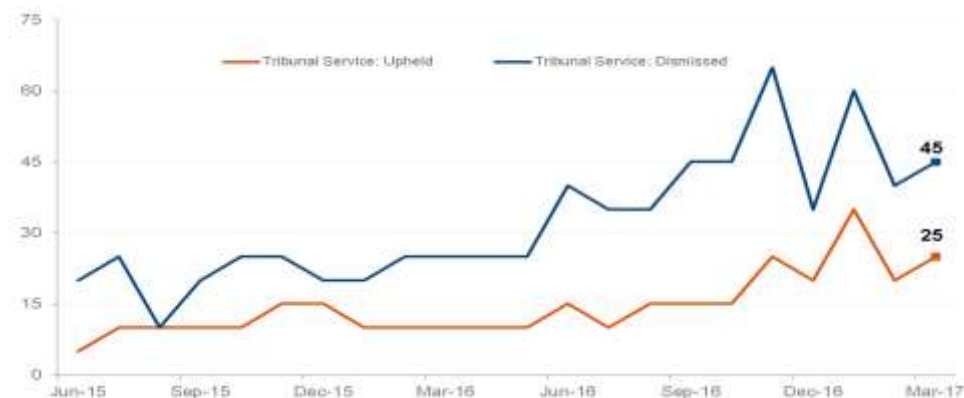


A Mandatory Reconsideration is when clients wish to dispute a decision and are required to ask the CMS to reconsider and revise the decision. The intention is that clients will then be able to make an informed decision on formally appealing to the Tribunal. An appeal cannot be lodged with Her Majesty's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

The proportion of mandatory considerations cleared was 89% in March 2017, which is the same proportion when compared with December 2016. There was a drop of seven percentage points in January 2017 but this subsequently increased by nine percentage points in the following month.

Appeal Outcomes have fluctuated since April 2015, in March 2016, 64% of Tribunal Service Appeals were dismissed.

Appeals Outcomes - June 2015 to March 2017



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 March 2017, there were **2,240 Mandatory Reconsiderations** received and 2,060 cleared. Of these, 89% were cleared within 20 working days.

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

In March 2017, **230 appeals were received** from clients and 115 were cleared, of which 70 were Tribunal Service Outcomes and 45 were Child Maintenance Service Outcomes.

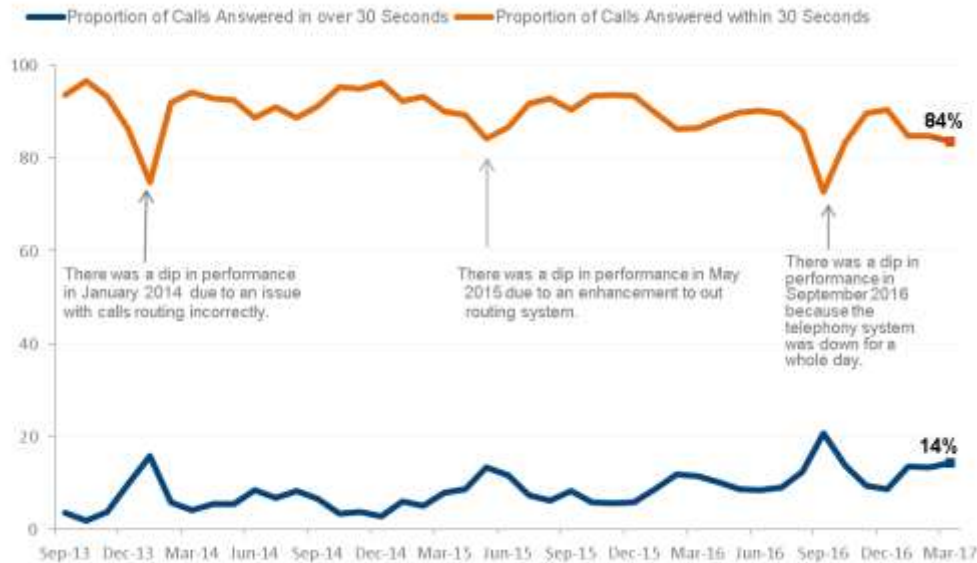
The figures for Mandatory Reconsiderations and Appeals are higher than those in December 2016. This is partly due to case closure activities; the CMS is revisiting lots of cases and making more decisions than it would normally do and partly because of backlogs at HMCTS.

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

Service Standards

The proportion of calls answered within 30 seconds in March 2017 was 84%.

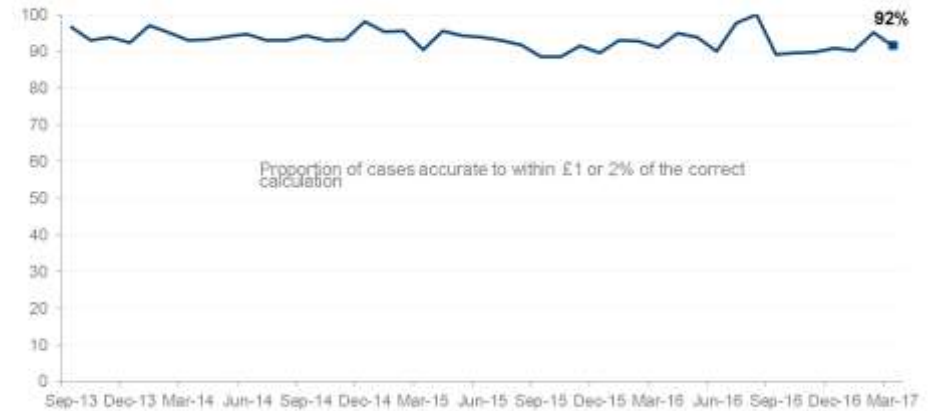
Proportion of Calls answered within 30 Seconds - September 2013 to March 2017



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 increased to 92% in March 2017, an increase of 1 percentage point compared with the December 2016 figure.

Accuracy levels - August 2013 to March 2017



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 **295 Complaints** received in March 2017. See **Table 12** for full data.

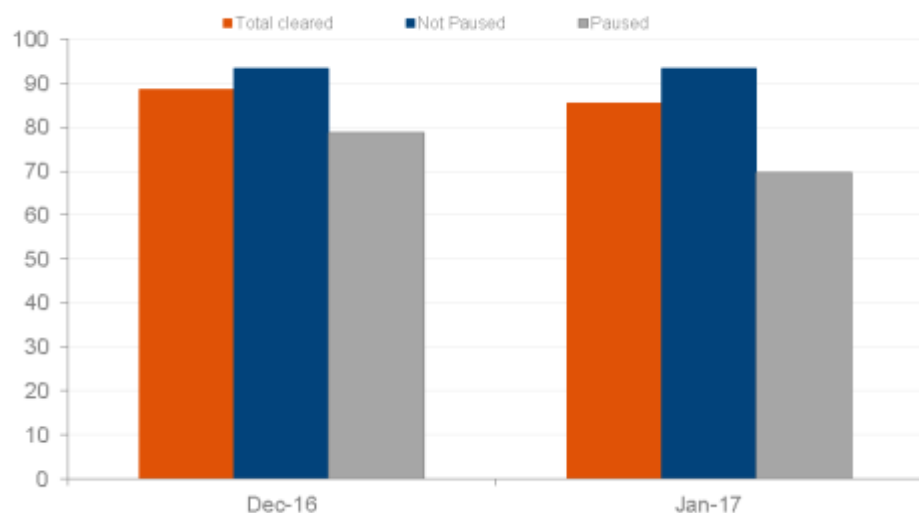
The proportion of calls answered has remained high overall other than the recent dip in September 2016. **In March 2017, 98% of calls were answered, with 84% answered within 30 seconds.** See **Table 13** for full data.

In month **Accuracy** stands at 92% in March 2017, which is an increase of 1 percentage point from December 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 December 2016 and January 2017 cleared within 12 weeks averaged 85%. This figure was 92% for not paused and 69% for paused cases.

Proportion of New Applications cleared within 12 weeks for December 2016 to January 2017 cohort.



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 February and March 2017 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 in December 2016.

New Application volumes - August 2016 to March 2017



The majority of new Applications (close to 65%) are not paused and these get cleared at a faster rate than paused ones.

Main Findings

In January 2017, 85% of New Applications received were cleared within 12 weeks, the figures was 93% for Not Paused cases and 70% for Paused cases. The drop in December 2016 is consistent with the reduction in Application Intake shown on page 4.

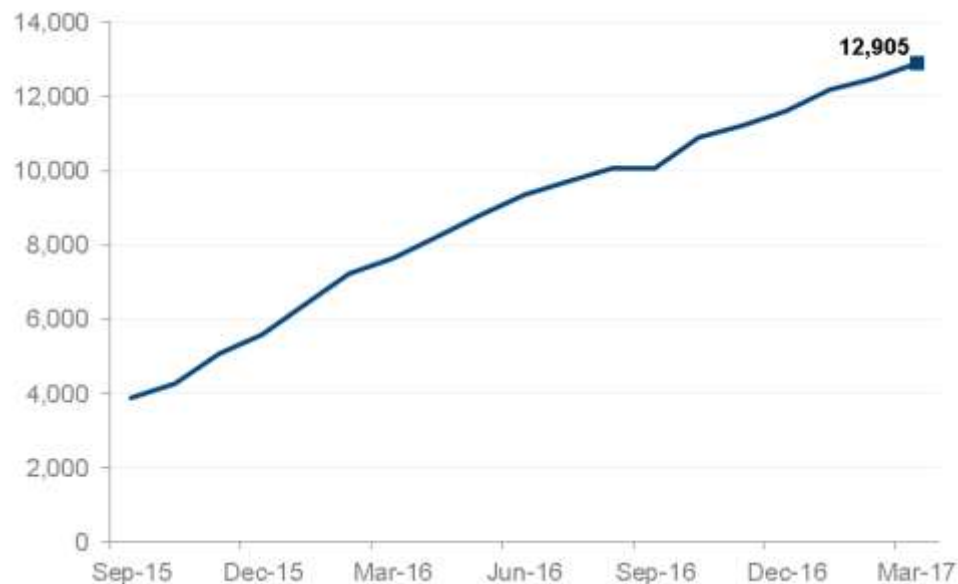
Further breakdowns of application volumes and time taken to clear them are provided in **Table 15**.

The volumes and proportions in the tables are subject to change (areas in grey) as the figures can be updated retrospectively as cohorts mature. These changes will be reflected in future publications.

Enforcement

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

Volume of Caseload in Enforcement - September 2015 to March 2017

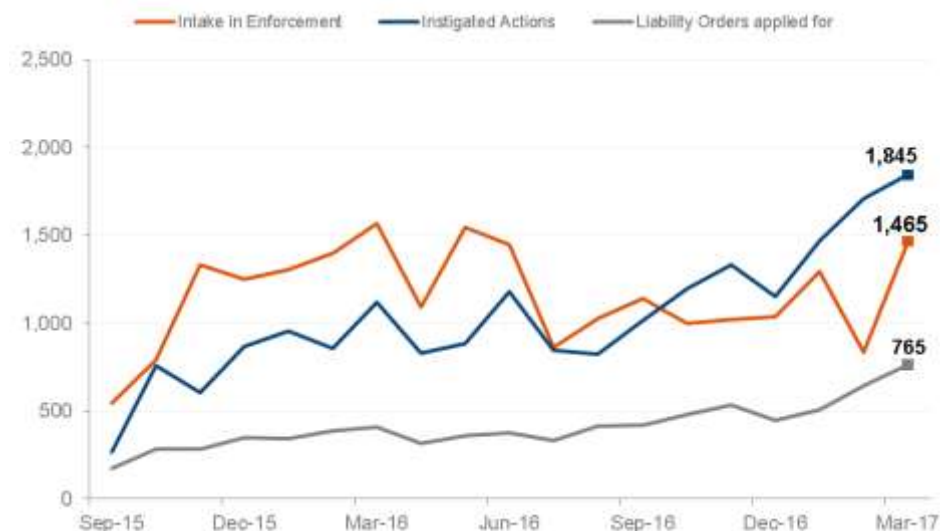


The graph shows the volume of caseload in enforcement on the CMS that had an enforcement action on-going at the end of the month. The figures cover case groups on the caseload with a regular deduction order, lump sum deduction order or liability order enforcement action on going.

As the caseload grows, the volume of Caseload in Enforcement continues to increase. In the last quarter, both the Caseload and Caseload in Enforcement grew by 11%. The proportion of the caseload in Enforcement in March 2017 was 3.2%, the same as last quarter.

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 March 2017



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 March 2017 the figures have been higher than the intake in enforcement. The volume of intake into civil enforcement continues to grow with the caseload and was **1,465** in March 2017.

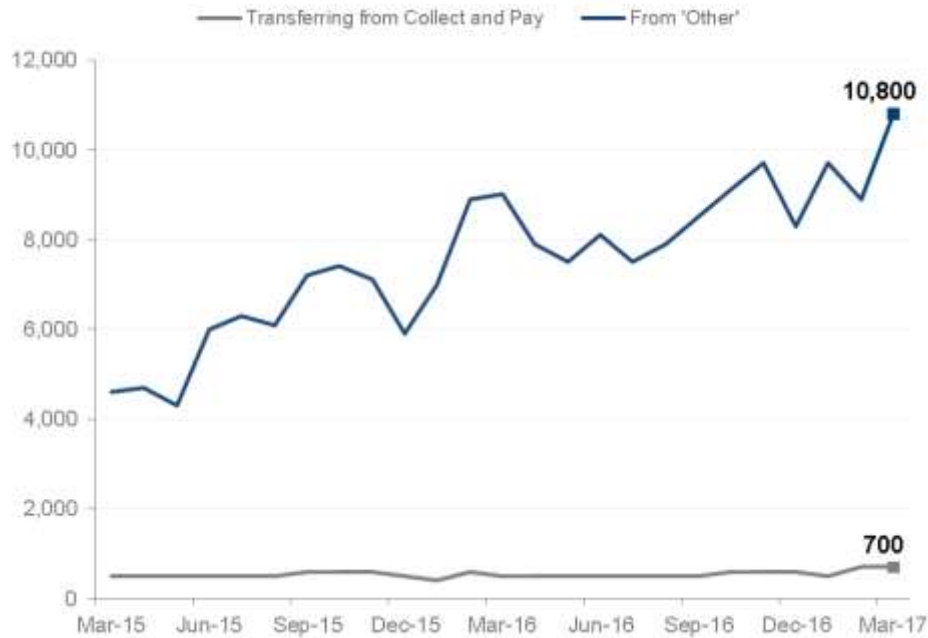
For a full breakdown of enforcement data please see **Table 16** in the supplementary tables.

In **March 2017**, the volume of Caseload in Enforcement was **12,905**. See **Table 16** for full data.

Direct Pay Case Groups

The volume of Case Groups joining Direct Pay from Collect and Pay has been steady over time.

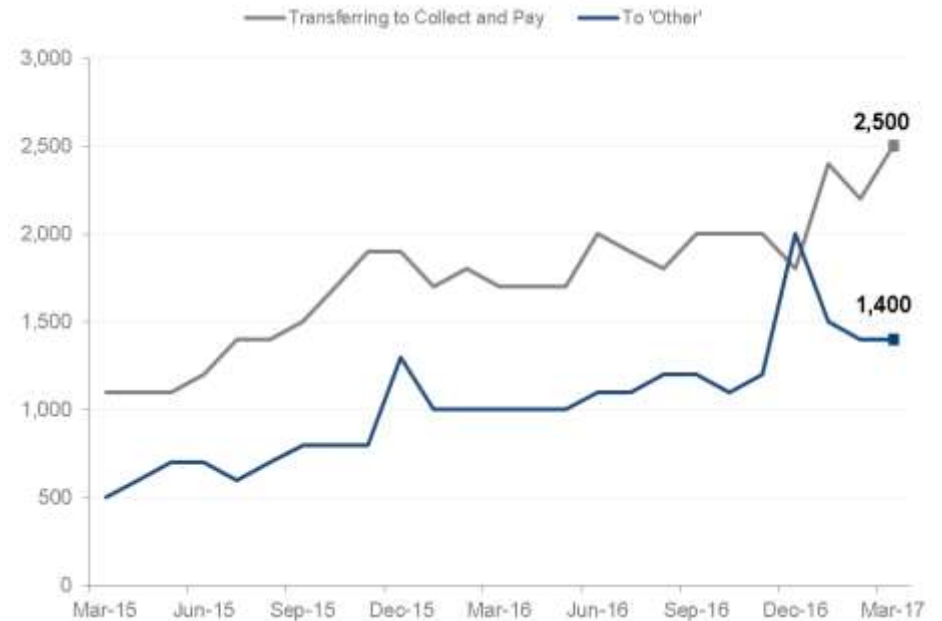
Volume of Case Groups Joining Direct Pay
- March 2015 to March 2017.



The chart above shows the number of Case Groups joining Direct Pay from Collect and Pay and the 'Other' category. The 'Other' category includes Case Groups with no liability or where the status prior to joining/leaving Direct Pay is unknown.

The number of Case Groups joining Direct Pay from Collect and Pay has been steady over time. The volume transferring from the "Other" category shows an upward trend as the caseload grows, these are mainly new cases joining the Direct Pay Service.

Volume of Case Groups Leaving Direct Pay
March 2015 to March 2017.



The volume of Case Groups transferring to the Collect and Pay Service dominates off flows from Direct Pay Service. Total off flows from Direct Pay continues to increase as the caseload is increasing. The increase in the 'Other' category leaving Direct Pay is a result of cases being closed.

Main Findings

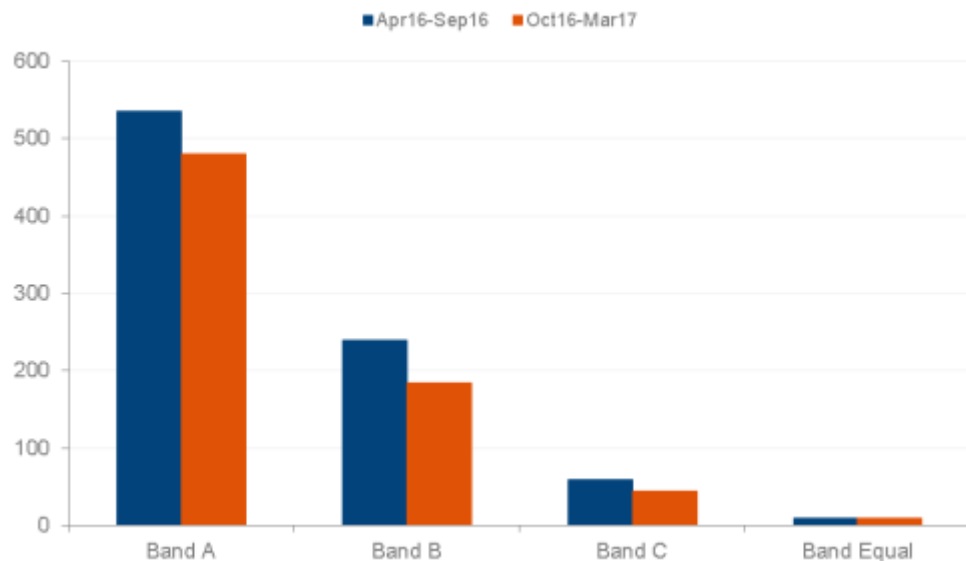
In March 2017, 11,500 Case Groups joined Direct Pay, in the same month 3,900 Case Groups left in total.

For the full data on the number of Case Groups transferring to and from Direct Pay see [Table 17](#).

Shared Care Exits

The volume of cases where the Qualifying Child (QC) stays with the paying parent is highest for Band A where the QC spends one night a week

Cases that ended Shared Care – April 2016 to March 2017



Shared care results in a reduction in Total Maintenance Liability assessment for the Paying Parent. This chart shows the number of cases where the Qualifying Child (QC) no longer stays with the paying parent by bands and the Shared Care arrangement has ended.

The chart shows that the volume of cases where Shared Care has ended decreases by band with the highest occurring in band A.

Main Findings

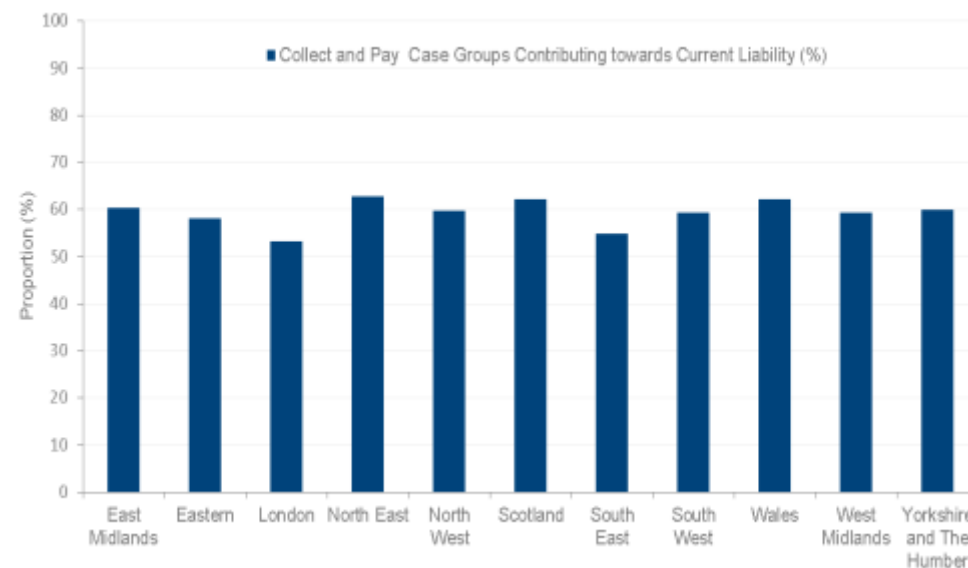
There were **540 cases that left Band A Shared Care** in the period April 2016 to September 2016, **this is lower than the 480 in October 2016 to March 2017.**

See **Table 18** for full data on shared care.

Geographical information

There are a number of measures which can now be broken down by Local Authority and shown on our new Data Visualisation tool.

Collect and Pay Case Groups Contributing towards Current Liability (%) – March 2017



The above chart shows the number of Collect and Pay Case Groups Contributing towards Current Liability split by Region.

Main Findings

The national average was **59% for Collect and Pay Compliance** as of March 2017. The lowest compliance was the proportion of Case Groups in London where it stood at **53%**. The highest compliance was recorded in the North East where **63%** of Collect and Pay Case Groups were compliant.

A list of Tabulations tools can be found online.

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 March 2017. This is based on a sample size of roughly 1,100 cases chosen by simple random sampling. In March 2017, this constituted less than 1% of the relevant caseload.

Compliance measures are for Case Groups paying via the Collect and Pay service. **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.

Service Type information in **Table 7** provides Service Type information sourced from a Siebel system extract. 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 and Criminal Enforcement in the table are sourced clerically and are for England and Wales only.

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

Direct Pay Case Groups data in **Table 17** is sourced from a Siebel system extract.

Shared Care data in **Table 18** is sourced from a Siebel system extract.

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.

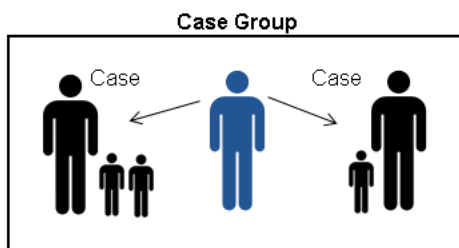
Application Fee Exemptions: Exemptions from applications fees can be applied in the following circumstances, where the applicant is under 19 years of age or they are or have been a victim of domestic violence (declare that they have suffered domestic violence or abuse, and they declared this to an approved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

Collect and Pay: A case is classed as 'Collect and Pay' 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 payments received on Collect and Pay or children whose parents have a Direct Pay arrangement in place.

Clearance: When a Case is opened on the 2012 Scheme and then reaches a) Assessment b) Nil Assessment or c) Closure.

CMS: Child Maintenance Service.

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

Collect and Pay 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 Paying Parent has made a payment via the Collect and Pay Service in the quarter.

Current Liability: A case is classed as having a 'Current Liability' if there is an open case with a Parent With Care, Non-Resident Parent, A Qualifying Child and a maintenance calculation currently in place.

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.

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

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.

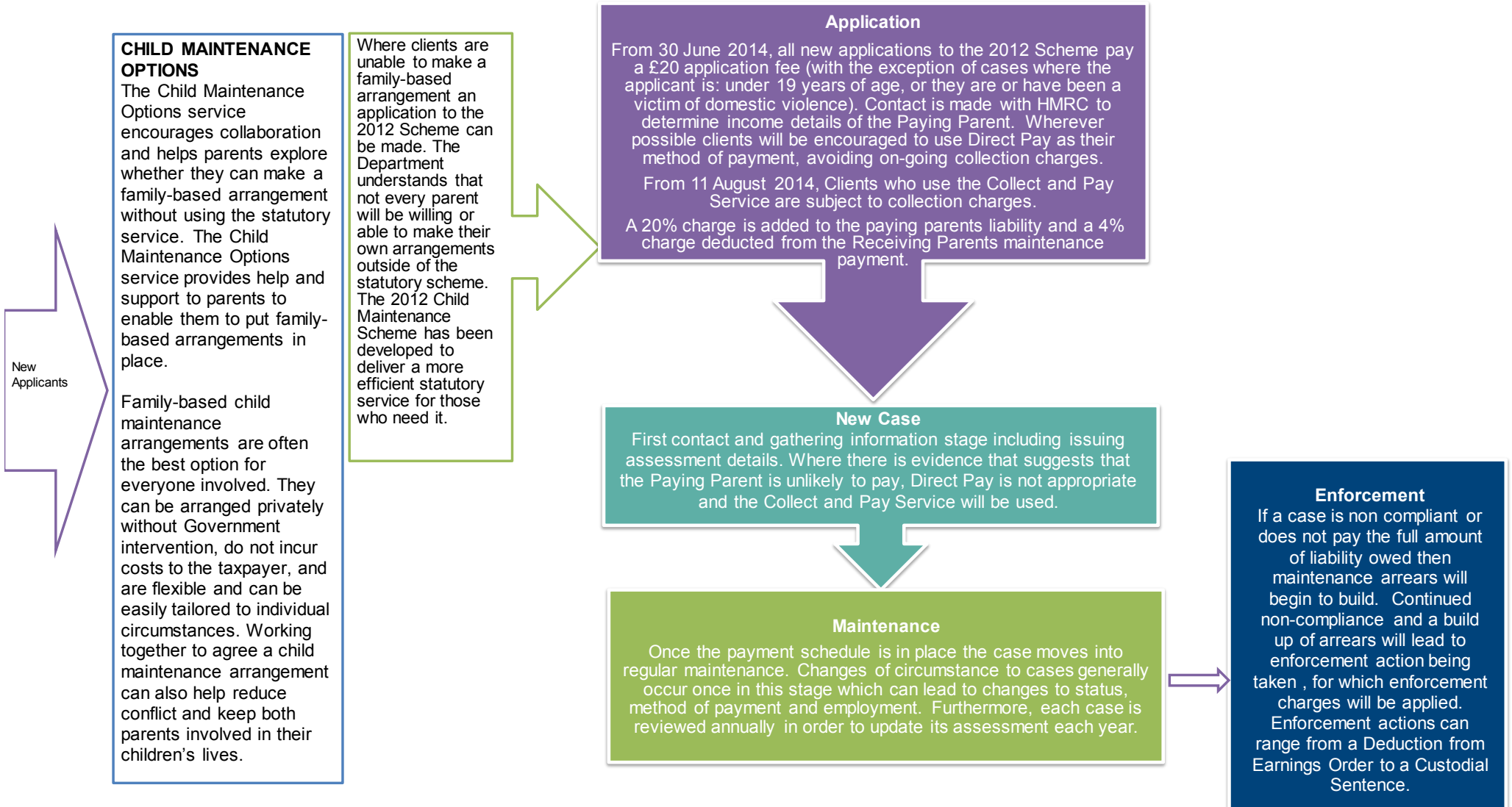
Service Type: This is the chosen method of payment of cases due to pay maintenance. Service type is split by cases paying via the Collect and Pay Service or via Direct Pay.

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

Total Intake: These are new 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. We are developing these statistics over the next several releases.