

Child Maintenance Service 2012 Scheme Experimental Statistics

Data for August 2013 – June 2017

Quarterly

Published: 30 August 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.

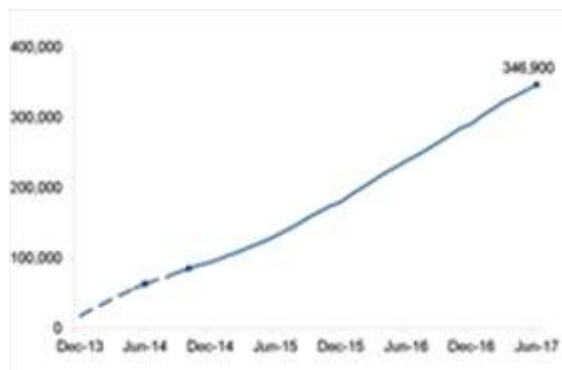
Headlines

- Children benefiting from maintenance stood at 396,500 as at the end of June 2017, an increase of 8% from March 2017.
- Outstanding Maintenance Arrears were £133m in June 2017, an increase of 17% from March 2017.

Caseload was 346,900 as at the end of June 2017, 7% higher than for March 2017.

The number of cases in Shared Care is shown for the first time

Intake into Enforcement is increasing



20.7%

Of CMS caseload where the paying and receiving parents share care of the qualifying child



4,085

New cases in enforcement in the quarter to June 2017

At a glance

Page

Children benefiting from maintenance have increased by 8% in June 2017.

6

The number of cases in different Shared Care bands are shown for the first time

6

Collect and Pay Total Maintenance Liability was £288m, an increase of 16% since March 2017.

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The proportion of Caseload in enforcement has risen to 3.4%.

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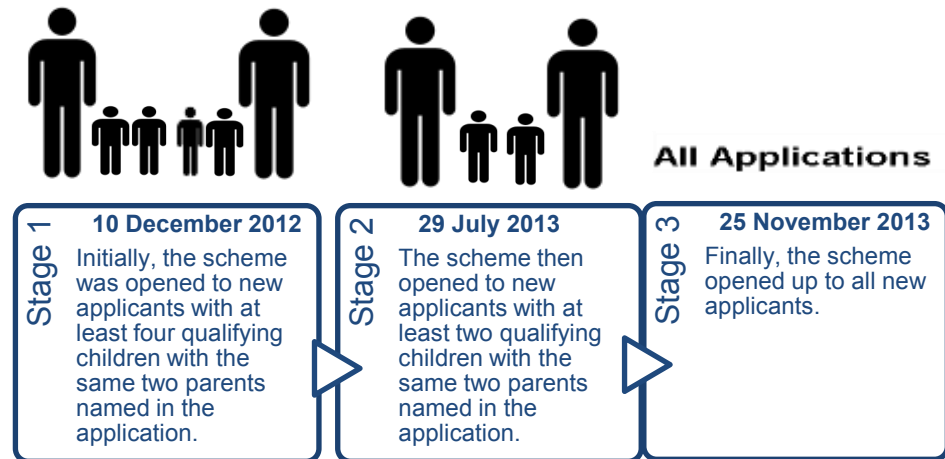
Comments? Feedback is welcome

Published 30 August 2017

What you need to know

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 June 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 some changes as well as new measures. New measures include:

- The Shared Care Caseload is shown for the first time. These are cases where the child spends time at both parent's house each week.
- Inflows into Deduction from Earnings Orders and Deduction from Earnings Requests are available for the first time in the accompanying tables.

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

- The number of Children Benefiting has been calculated using the whole CMS population rather than a sample. This new method has been backdated to data from October 2015; prior to this date, data for the number of Children Benefiting still uses the sampling method. This has had a small impact on historical figures.
- This publication has been restructured to an order which reflects a typical customer journey through the 2012 scheme.

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](#). This will be updated by the end of 2017.

Upcoming Releases

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

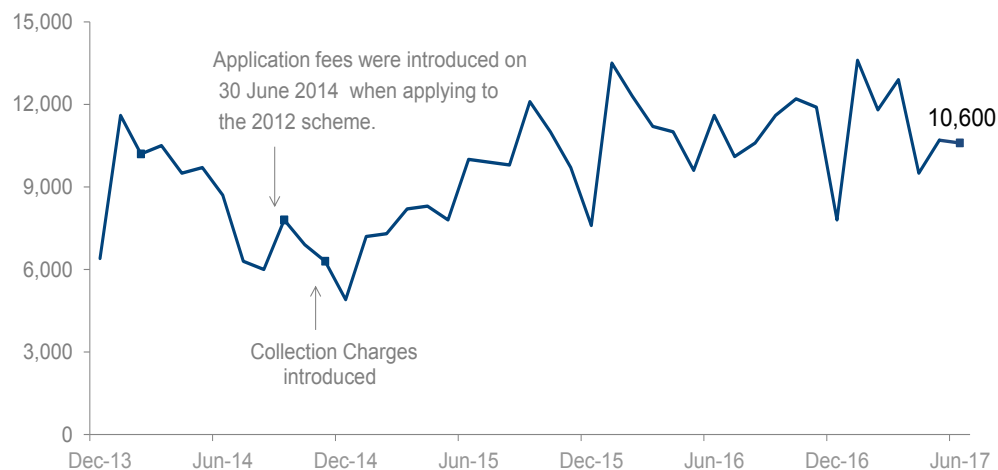
Regional Tables are provided in further supplementary tables.

Methodology and Definitions are available in a supplementary document

Total Intake

2012 Scheme Case Intake has generally increased since December 2014 with 10,600 applications in June 2017

2012 Scheme Cases Intake each month from September 2013 to June 2017



Main Findings

The total 2012 Scheme Case Intake volume was **10,600** in June 2017 a decrease of 17.8% when compared to March 2017. Total Intake has shown an upward, but fluctuating trend since the beginning of the scheme.

See [Table 1](#) for full data.

Application Fee Exemption

The proportion of exemptions from Application Fees has risen; 38% of applications were exempt from fees in June 2017

Proportion of fee paying applications against intake - March 2017



Main Findings

The proportion of exemptions from Application Fees against intake had remained between **27%** and **34%** since December 2014 until the latest quarter. In June 2017 the average was **38%**, which was increasing over the quarter.

In the quarter June 2017, there were 11,420 exemptions to Application Fees. Of these, 11,330 were for the reason of domestic violence.

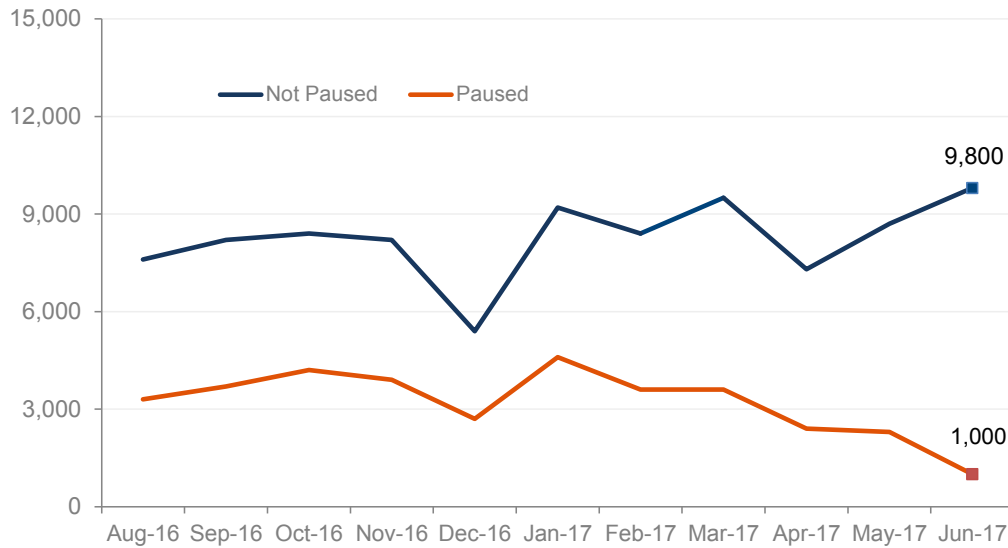
Those who declare that they have suffered domestic violence or abuse, and they have declared this to an approved body are exempt from the £20 application fee.

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

Time to Clear Applications

Total volume of New Applications is lower than the quarter to March 2017.

New Applications volumes - August 2016 to June 2017



Main Findings

In April 2017, 85% of new applications received were cleared within 12 weeks, the figures was 92% for not paused cases and 65% for paused cases. The drop in December 2016 is consistent with the reduction in application intake shown on page 4.

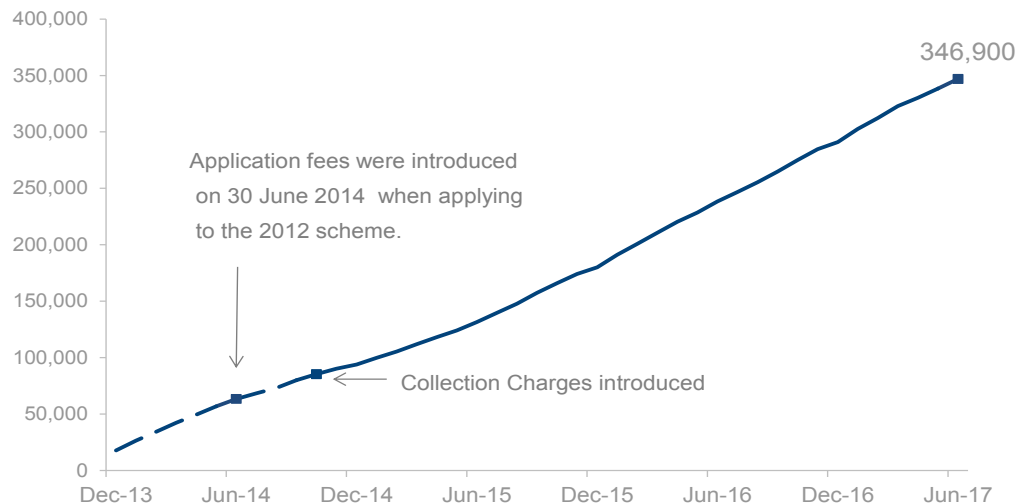
The majority of new applications are not paused and these get cleared at a faster rate than paused ones. The proportion of new applications paused was close to 25% in April 2017, an improvement from January 2017 when 34% were paused.

Paused applications are linked to CSA scheme cases on the case closure journey while not paused ones are not.

Further breakdowns of application volumes and time taken to clear them are provided in [Table 3](#).

Total Caseload

September 2013 to June 2017



Main Findings

The number of cases managed on the 2012 Scheme increased by **7%** in June 2017 when compared to March 2017. The Total Caseload has increased by 24,100 cases over the same period. The caseload consists of 2012 Scheme cases only.

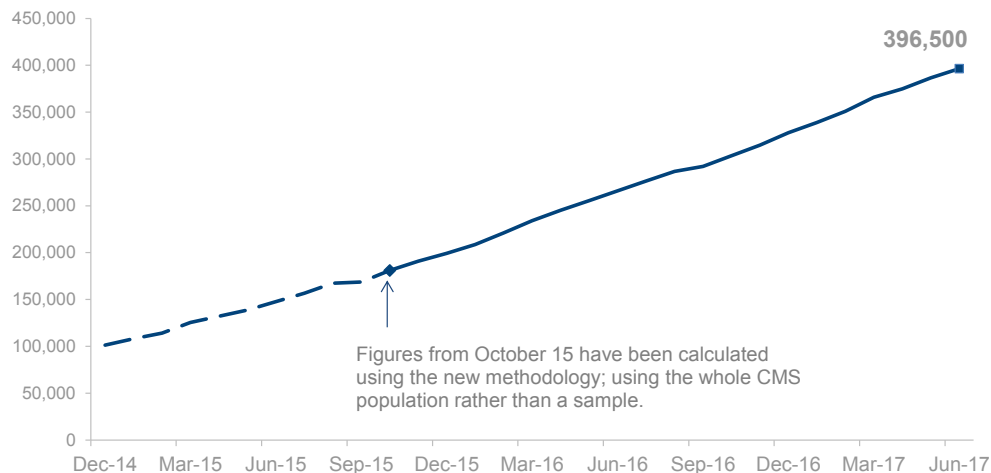
From June 2014, the process of ending liability and closing all cases on the 1993/2003 CSA Schemes began. Increases in the Caseload on CMS are partly driven by cases that close on the old CSA schemes and consequently the parents make a new application to the CMS.

The [CSA Case Closure Experimental Statistics publications](#) indicate that by March 2017, 131,700 cases that had their CSA liability ended had made an application to the CMS.

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

Children Benefiting

Number of children benefiting on the 2012 Scheme – December 2014 to June 2017



Main Findings

The number of Children Benefiting has increased as more applications are made to the 2012 Scheme. In the quarter to June 2017, **396,500** children benefited, this is **8%** higher than the March 2017 figure which was 365,800.

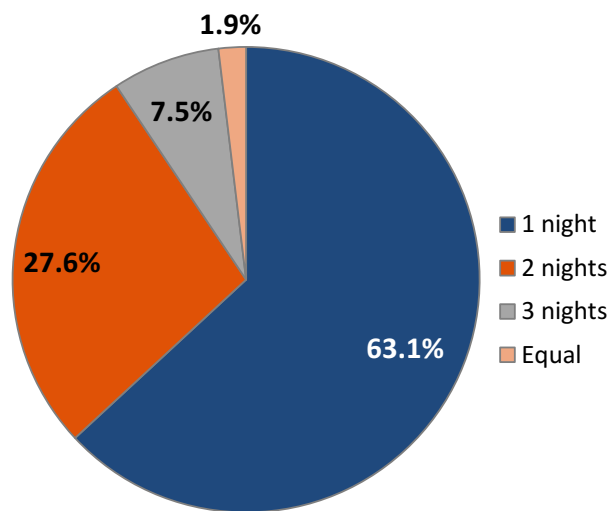
Of this figure, 75,100 (19%) of the Children Benefitting do so through the Collect and Pay service and 321,400 (81%) through Direct Pay. These proportions have remained fairly constant since December 2015.

The number of Children Benefiting can be defined as those whose parents received payments on Collect and Pay or those whose parents have a Direct Pay arrangement in place. A new method to calculate this figure has been used this quarter and backdated to October 2015; this method involves running a system extract on the total population rather than using a sample.

See [Table 5](#) for full data.

Shared Care

Proportion of cases in Shared Care, by number of nights the children spend with Paying Parent per week



Main Findings

In June 2017, of all paying parents with Shared Care arrangements, children spent one night a week with the paying parents in 63% of cases, and two nights a week in 28% of cases. These ratios have remained constant since December 2015. Paying parents in shared care have a percentage reduction to their child maintenance calculation, based on the number of nights the child is with them each week.

As a proportion of the total caseload, 21% of Paying Parents were in Shared Care, which has remained fairly steady since December 2015.

See [Table 6](#) for full data.

Compliance and Service Types

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



Parents are encouraged, where possible, to work together on their child maintenance arrangement, using Direct Pay if they are able to collaborate. 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%.

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 30% 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.

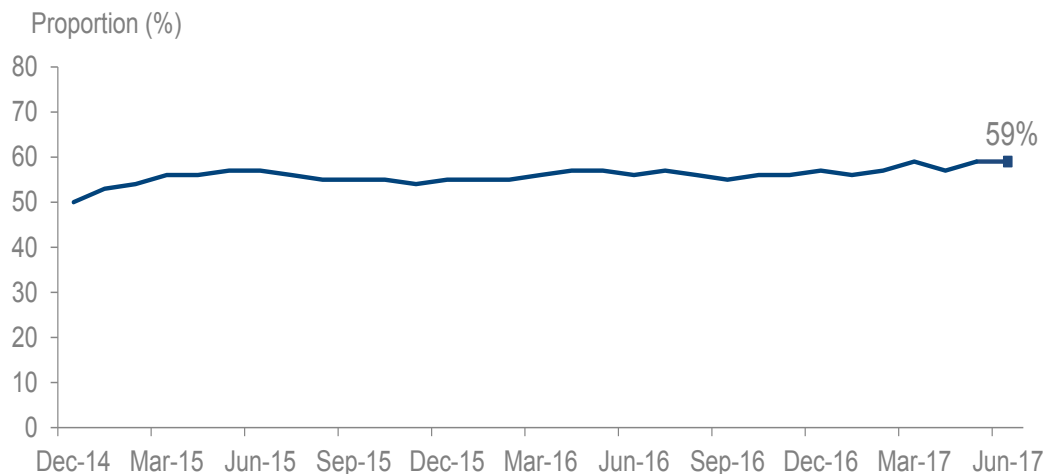
Main Findings

As of June 2017, **70% (205,400)** of Paying Parents that were due to pay their maintenance liability chose to pay directly to the receiving parent with the remaining **30% (87,500)** of families using the Collect and Pay Service. The number of Paying Parents using both service types was 6,500. Paying parents using both service types are linked to different cases/receiving parents.

See **Table 7** for historical splits of Service Type by Paying Parents.

The proportion of Paying Parents on the Collect and Pay service contributing towards current liability has remained steady

Paying Parents contributing towards current liability in the previous quarters (%) December 2014 to June 2017



Main Findings

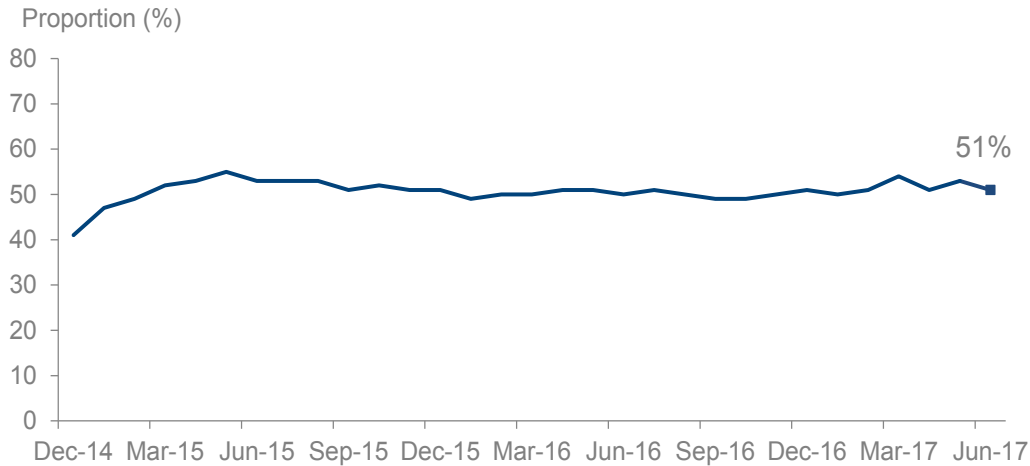
A Paying Parent is considered to be paying towards their current liability if they have made a payment via the Collect and Pay Service in the quarter where there has been an occurrence of 'On-going' Maintenance.

Of the 87,500 Paying Parents on Collect and Pay in the quarter to June 2017, **59%** were contributing towards their current liability. This is the highest recorded figure for Collect and Pay compliance since the 2012 Scheme began and is the same as March 2017.

See **Table 8** for Paying Parent Compliance data

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

Cash Paid against Cash Due on Collect and Pay in the previous quarters (%) December 2014 – June 2017



Main Findings

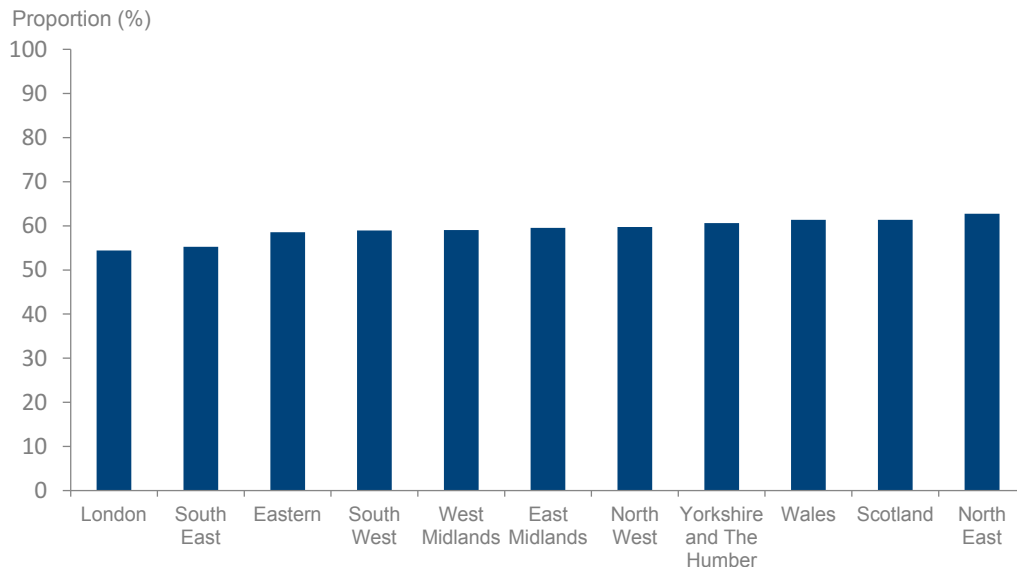
As at the end of June 2017, 51% of cash due to Receiving Parents using the Collect and Pay service was paid. This is a decrease of 3 percentage points on the previous quarter where the proportion of Cash Due that was paid was 54%. This has remained relatively stable over time despite a growing caseload and new cases entering the scheme through Case Closure.

See [Table 9](#) for Cash Compliance Data.

Geographical Information

There are a number of measures which can now be broken down by Local Authority and shown on our new [Data Visualisation dashboard](#).

Collect and Pay Paying parents contributing towards Current Liability (%) – June 2017



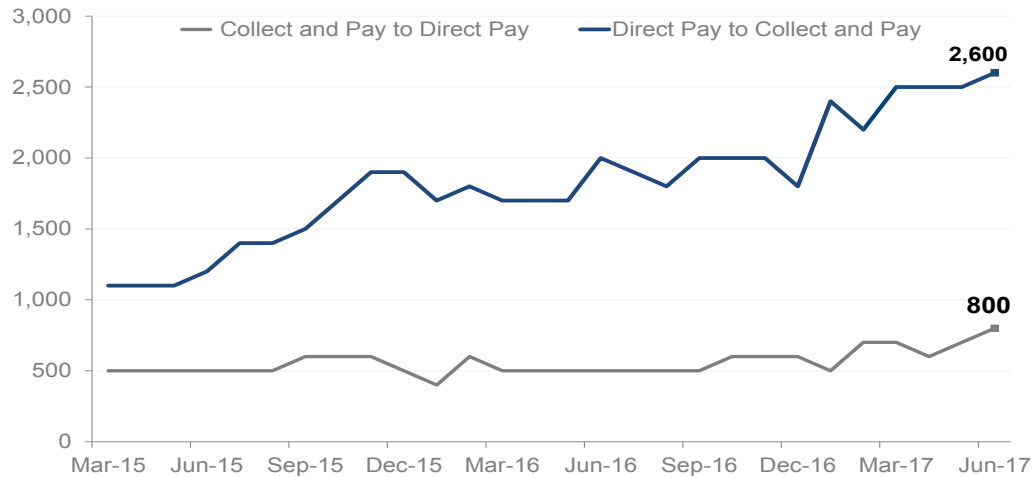
Main Findings

The national average was **59% for Collect and Pay Compliance** as of June 2017. The lowest compliance was the proportion of Paying Parents in London where it stood at **54%**. The highest compliance was recorded in the North East where **63%** of Collect and Pay Paying Parents were compliant.

An interactive dashboard of the Child Maintenance Scheme statistics by region can be found [online](#).

Service Type Changes

Volume of Paying Parents transferring service types - March 2015 to June 2017



Main Findings

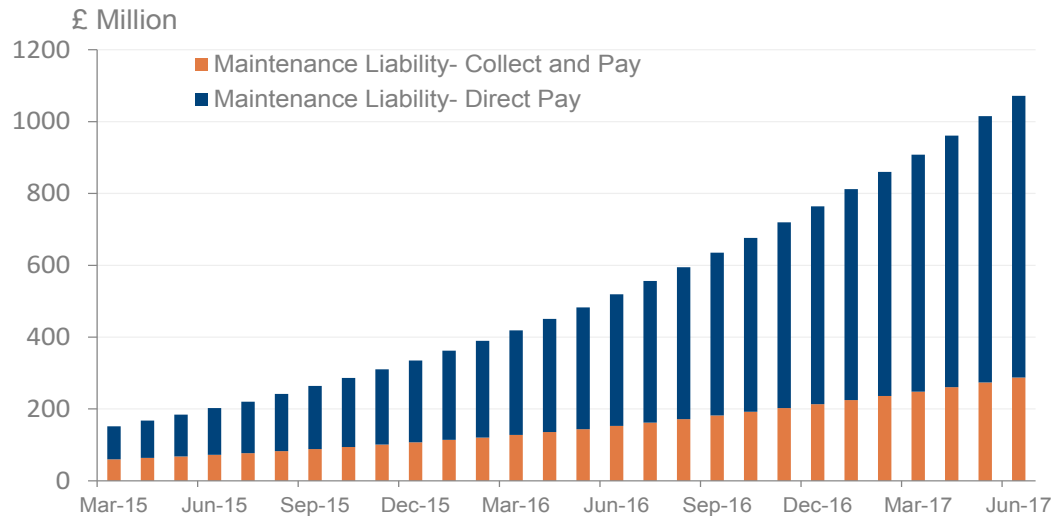
The number of Paying Parents transferring to the Collect and Pay Service dominates flows from the Direct Pay. **In June 2017**, 2,600 Paying Parents transferred from Direct Pay to Collect and Pay. Only 800 Paying Parents moved from Collect and Pay to Direct pay and this has been stable as the caseload grows.

In June 2017 **9,200** Paying Parents joined Direct Pay, in the same month **4,100** Paying Parents left in total.

For the full data on the number of Paying Parents transferring to and from Direct Pay see [Table 10](#).

Outstanding Main Maintenance Arrears and Total Maintenance Liability

Total Maintenance Liability split by service types March 2015 to June 2017

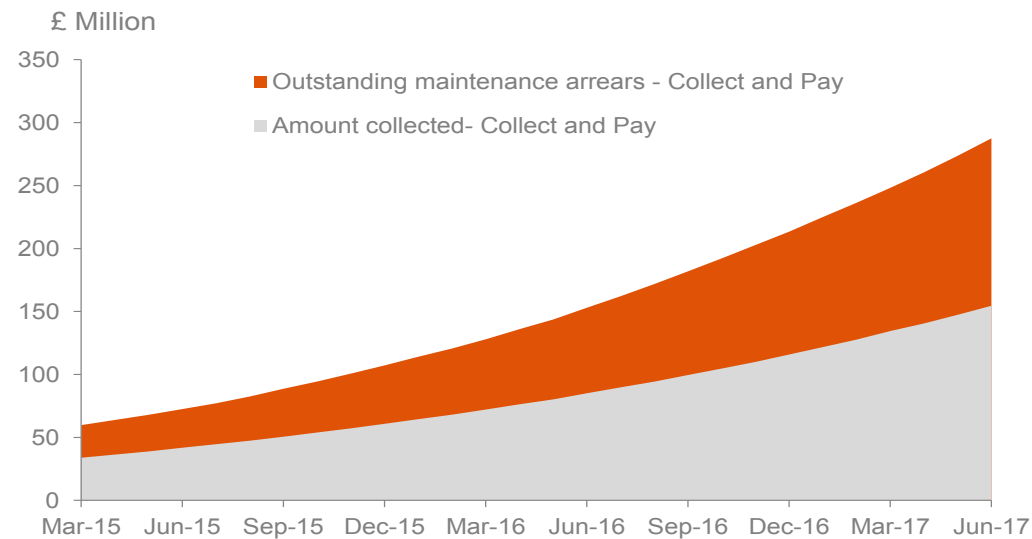


Main Findings

As of June 2017 the Total Maintenance Liability was **£1,071m**. Of this **£784m** (77%) was from parents on Direct Pay, and **£288m** was from parents on Collect and Pay. This was an increase on Collect and Pay of 16% over the March 2017 figures. This will continue to grow as the Caseload increases. Currently, Collect and Pay represents 30% of Paying Parents with a current liability.

See [Table 11](#) for full data.

Collect and Pay Maintenance Liability – March 2015 to June 2017



Main Findings

In the graph, the total area is the Total Maintenance Liability on Collect and Pay. The orange shaded area is the Collect and Pay Outstanding Maintenance Arrears; while the grey area is the difference 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. This represents **46%** of the Collect and Pay total maintenance liability as at June 2017. 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 arrears transitioned from the 1993/2003 Schemes.

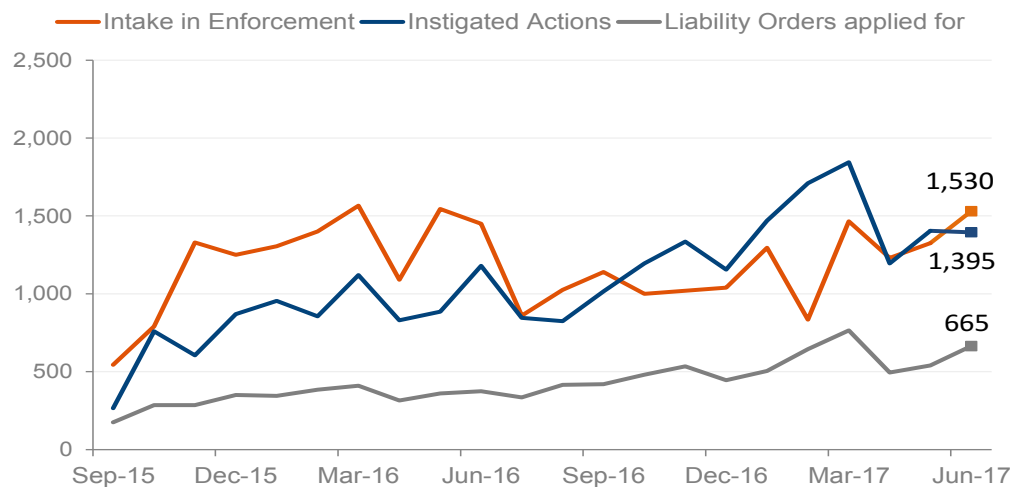
The Outstanding Maintenance Arrears are increasing as the caseload grows. In June 2017, cumulative Total Maintenance Liability for Collect and Pay was **£288 million** and the Total Maintenance Arrears (orange area) stood at **£133 million** across **128,600** Paying Parents¹.

¹The arrears figure may not be based on all the 128,600 Paying Parents as some will not 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.

Enforcement

There has been an upward trend in the number of Liability Orders applied for.

Flows into Enforcement - September 2015 to June 2017



Main Findings

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.

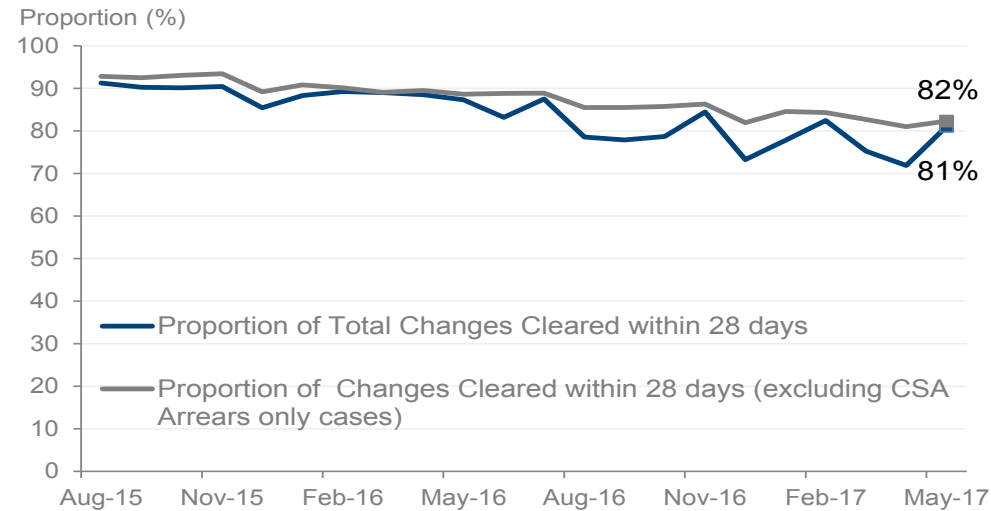
Between August 2016 and March 2017 the volumes of instigated actions rose sharply, however it has fallen in the three months ending June 2017 where there were **1,395** instigated actions. The volume of intake into Civil Enforcement was **1,530** in June 2017.

In June 2017, the volume of Caseload in Enforcement was **14,465**. For a full breakdown of Enforcement data please see **Table 12** in the supplementary tables. The proportion of the caseload in Enforcement in June 2017 was **3.4%**, slightly higher than the 3.2% figure for March 2017.

Change of Circumstances

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

Change of Circumstances – June 2015 to May 2017



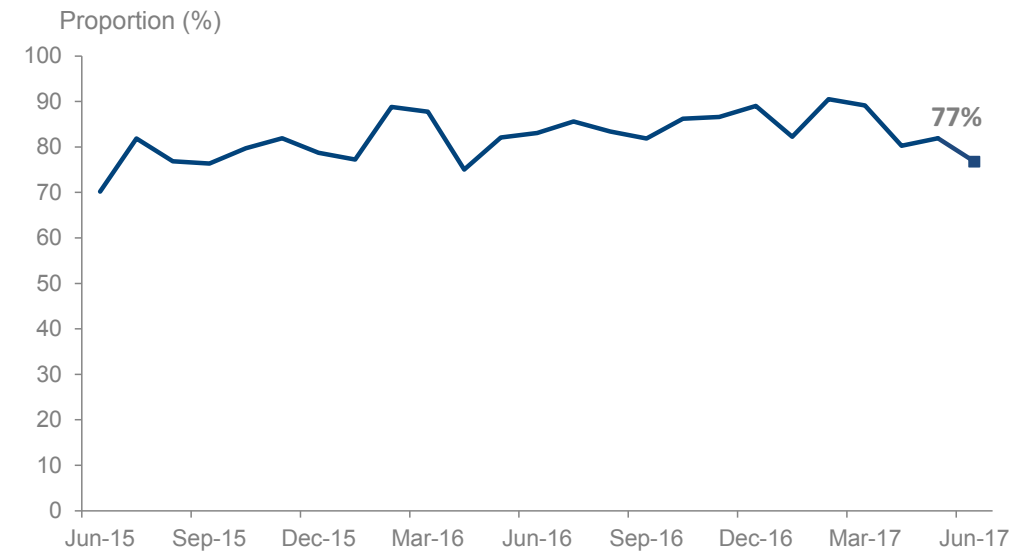
Main Findings

There were **174,720** Change of Circumstances Service Requests received in May 2017 in total; **81%** of these were cleared within 28 days. This proportion increases to **82%** if the Changes exclude those for CSA Arrears only cases

See **Table 13** for full data. The “About These Statistics” section at the end of the publication explains the measure in more detail

Mandatory Reconsiderations

Mandatory Reconsideration cleared within 20 days – June 2016 to June 2017



Main Findings

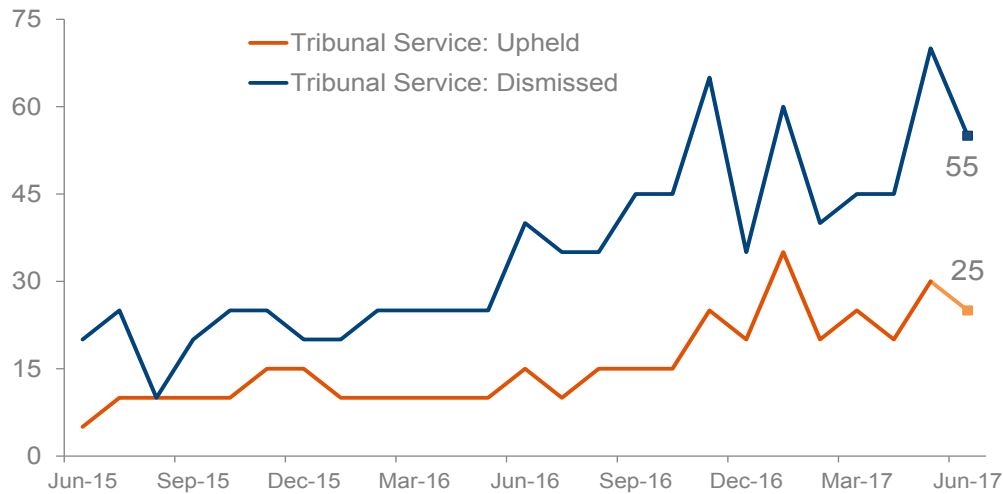
In June 2017, there were **1,960 Mandatory Reconsiderations** received and **2,090** cleared. Of these, **77%** were cleared within 20 working days.

A Mandatory Reconsideration is when clients wish to dispute a decision and are required to ask the CMS to reconsider and revise the decision.

See **Table 14** for full details.

Appeals

Appeals Outcomes – June 2015 to June 2017



Main Findings

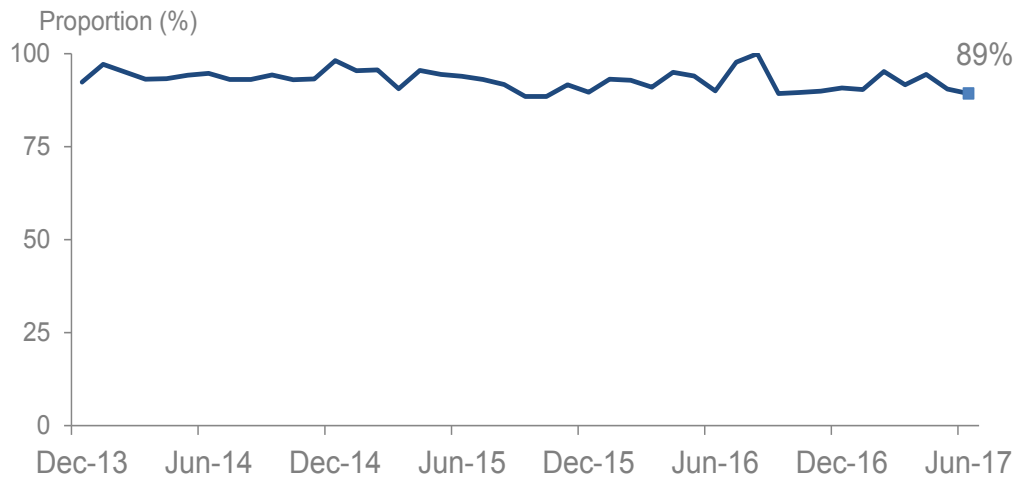
In June 2017, **210 appeals were received** from clients and 165 were cleared, of which 80 were Tribunal Service Outcomes and 80 were Child Maintenance Service Outcomes.

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.

See **Table 15** for full details.

Service Standards

Accuracy Levels – August 2013 to June 2017



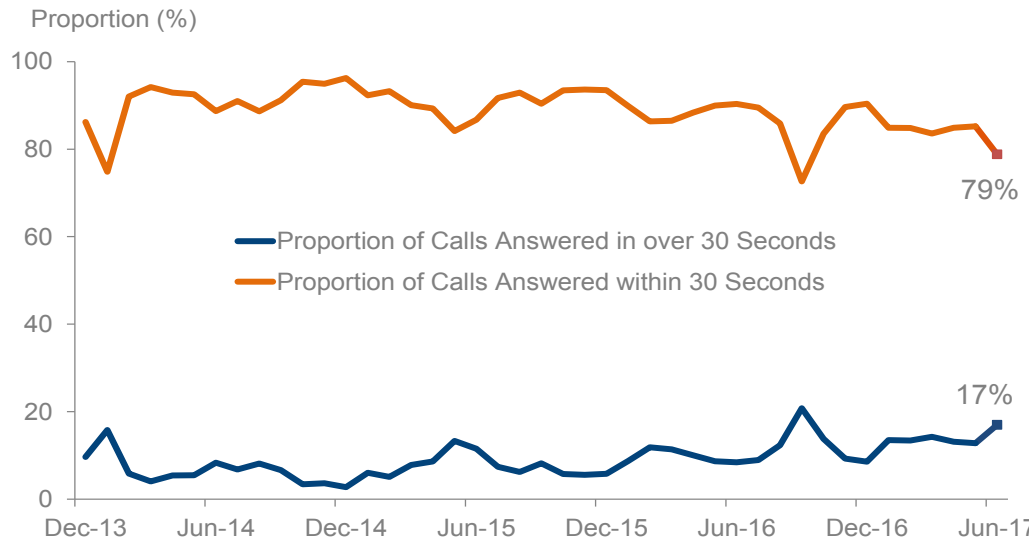
Main Findings

In month **Accuracy** stands at 89% in June 2017, which is a decrease of 3 percentage points from 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. See **Table 17** for full details

Separately, there were **245** Complaints received in June 2017. See **Table 16** for full details.

Proportion of Calls answered within 30 seconds – September 2013 to June 2017



Main Findings

The proportion of **calls answered within 30 seconds** in June 2017 was 79%; there has been a fluctuating but downward trend in this measure since September 2013.

There was a dip in performance in January 2014 due to an issue with calls routing incorrectly. Similarly there was a dip in performance in May 2015 due to an enhancement to the out-routing system. Finally the dip in performance in September 2016 was due to the telephone system being down for a whole day. For full details see **Table 18**.

About These Statistics

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.

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 we are currently consulting on the end date of Case Closure [here](#).

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.

Figures contained within this publication are subject to rounding unless otherwise stated. Percentages shown are calculated prior to rounding. Please see the background and methodology document for details on the level of rounding applied, which is dependent on the figure being quoted.

Change of Circumstance: 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. The graph 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

Where to find out more

Older releases can be found here: <https://www.gov.uk/government/collections/statistics-on-the-2012-statutory-child-maintenance-scheme>

The background and methodology document can be found here:

The 1993 and 2003 Scheme statistics can be found here: <https://www.gov.uk/government/collections/child-support-agency-quarterly-summary-statistics--2>

The cross-government definition of Domestic Violence developed by the Home Office which can be found here:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/261882/child-support-fees-who-to-report-domestic-violence-to.pdf

Feedback Welcome

The Department for Work and Pensions plan to hold a user consultation on the future content of this statistical publication, we would welcome all interested parties to attend this event at Caxton House, London or Quarry House, Leeds.

Please email cm.analysis.research@dpw.gsi.gov.uk if you are interested in attending.