

Child Support Agency Case Closure Experimental Statistics

Data for June 2014 – December 2016

Quarterly

Published: 19 April 2017
Great Britain

Official
Experimental

The reform of the child maintenance system forms part of the Government's Welfare Reform agenda, where separating or separated parents are encouraged and supported to work together in the best interests of their children. As part of the Welfare Reform agenda, DWP launched the new child maintenance system which saw the introduction of a new statutory Child Maintenance Service (CMS), which replaced the Child Support Agency (CSA). From June 2014 CSA clients are being told their current CSA case will close. This publication details the progress of CSA case closure.

Main stories as of December 2016

Almost 9 out of 10 cases with a CSA liability have started the case closure process

87%

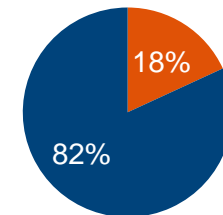
of eligible cases have been proactively selected for CSA case closure

551 thousand cases have had their CSA liability ended

80%

of cases proactively selected have had their CSA liability ended

18% of cases where liability has ended via Case Closure have now applied to CMS 2012



■ Have made an application
■ Have not made an application

At a glance

Page

CSA caseload has decreased to 1.08 million, down 6% from the previous quarter.

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Proactive Case selection for Segment 5 is ramping up with 15,300 selected for Case Closure as of December 2016

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43% of all selected cases have completed case closure

7

88,700 proactive case applications have been made to the CMS by clients who have been selected for case closure

8

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Comments? Feedback is welcome

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What you need to know

Background

As part of the Government's Welfare Reform agenda the new Child Maintenance Service was introduced, with the plan that all child maintenance case with a current liability will be governed by the same rules. This will be achieved by ending liability for cases on the previous child maintenance schemes (1993 and 2003 schemes) administered by the Child Support Agency, and inviting clients to consider making their own family-based arrangements or to apply to the Child Maintenance Service.

Cases on the previous child maintenance schemes are due to have their child maintenance liability ended by 31 December 2017 (known as the transition period). In order to do this, the Child Support Agency (CSA) is contacting all clients to inform them that their child maintenance liability will end, and offer support to put a new arrangement in place.

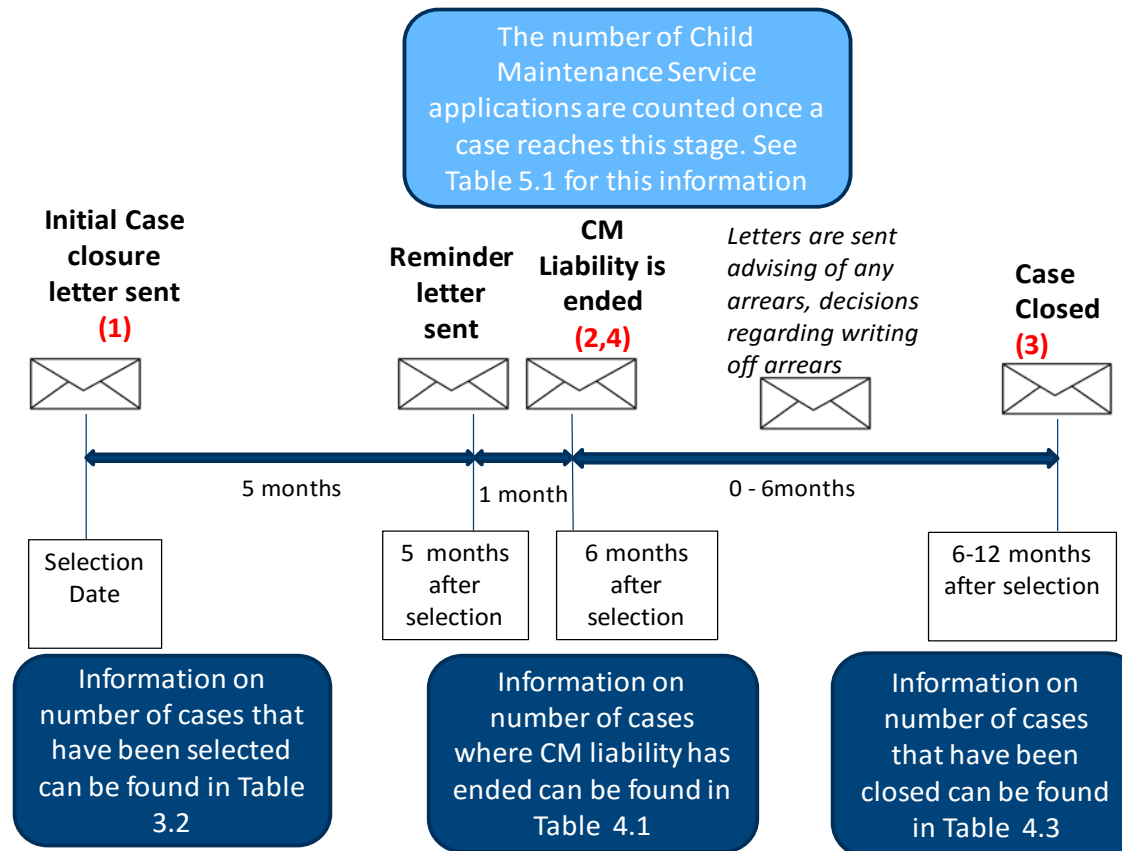
Due to the large volumes of cases involved, cases are being selected for closure in a structured process, where the caseload is divided into five segments, determined by the characteristics of the case. This is known as **proactive** case closure. Details of these proactive selection segments can be found within the [definitions](#).

Two groups of cases are not subject to being selected in this way;

1. Cases where a new application is made to the Child Maintenance Service, which relates to a paying parent in a live CSA case, but a different receiving parent. This new application will trigger the process to bring the existing child maintenance liability to an end. This is known as **reactive** case closure.
2. Cases where the youngest child will have reached the age of 20 before the 31st December 2017. Liability will not end on these cases unless it is linked to a new Child Maintenance Service application. (i.e. it is selected for reactive closure). This is because these cases will come to a natural end before the end of the transition period. These are known as "age out" cases.

Diagram 1 on the following page shows the different stages of the case closure process

Diagram 1: The stages of case closure



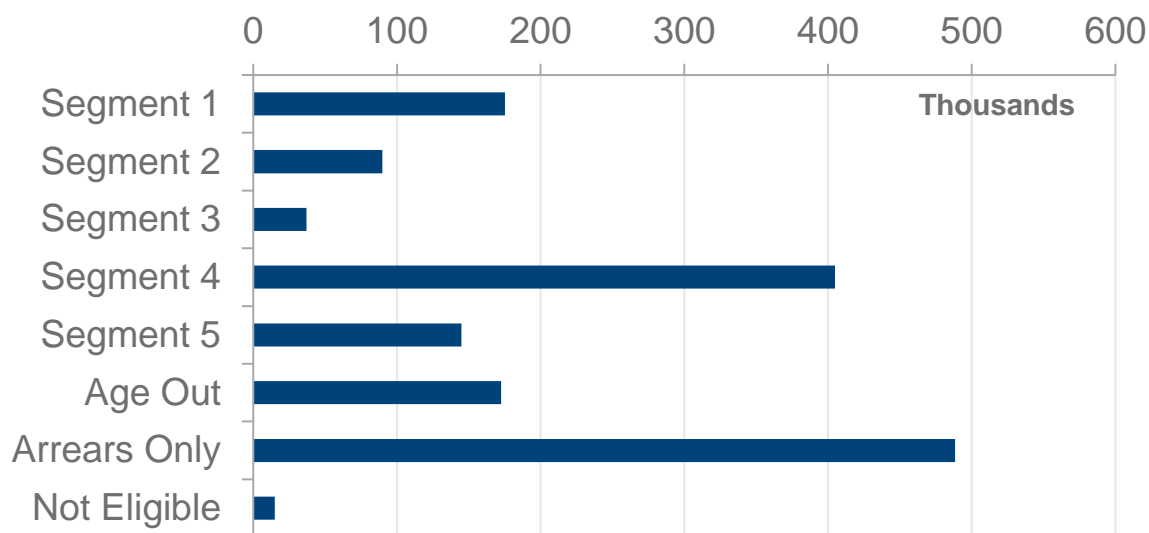
These statistics cover:

- A **breakdown** on the **Child Support Agency caseload** by case closure segment
- The number of **case closure selections (1)**
- The number of cases where **liability has been ended (2)** and **completing case closure (3)**
- The number of **applications to the Child Maintenance Service (4)** from cases where liability has been ended.

Child Support Agency Caseload

Before CSA case closure began, 851,600 cases within segments 1 to 5 were subject to having their CSA liability ended by December 2017. As of December 2016 this figure was 813,300.

Number of cases per case closure segment as of June 2014



The majority of the remaining cases (488,300) are arrears only cases. These cases do not have an on-going maintenance liability, so are not due to have liability ended as part of the case closure process.

The number of cases due to have their CSA liability ended has decreased to 813,300 as of December 2016. This is due to cases closing outside of the case closure process. For example, the qualifying child may have left full-time non advanced education.

See **Table 2.1** for full data.

More information on CSA

On the 30th June 2014, CSA began the process of closing cases. Cases are being closed in a structured process; cases with an on-going Child Maintenance liability are proactively selected for closure in segments.

Prior to selection, the segment is determined based on the characteristics of a case at a point in time. Due to the changing nature of the CSA caseload, a case may be selected in a different segment to the segment originally identified at the start of case closure.

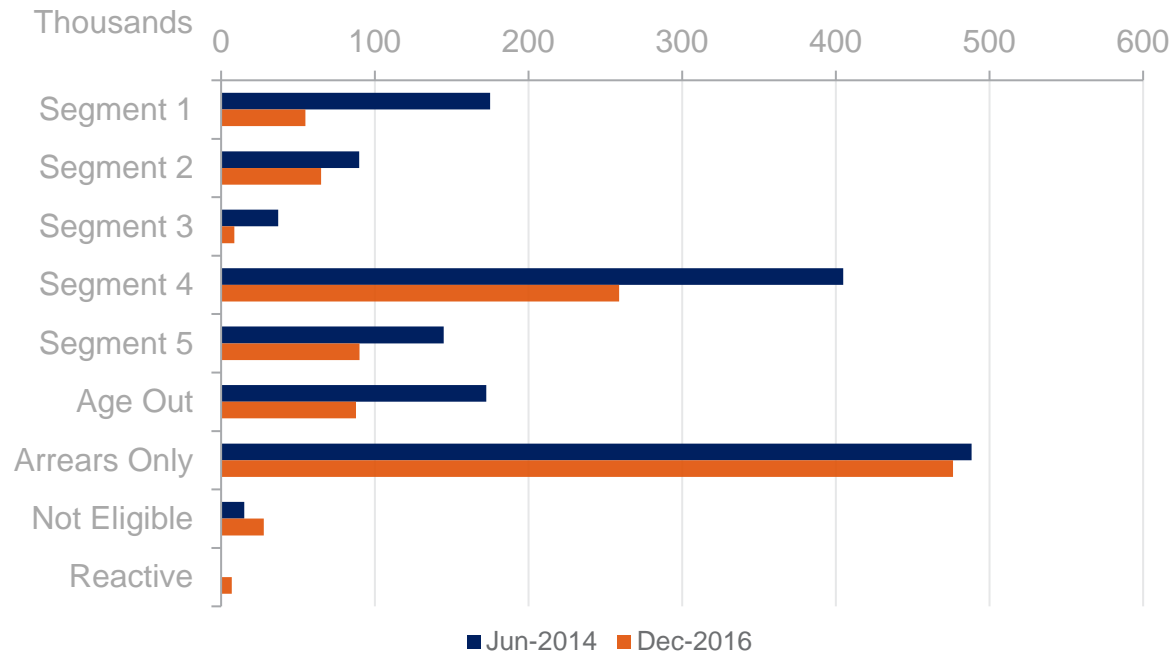
Cases are selected in case groups, based on all of the cases related to each non-resident parent. If cases are linked, i.e. where there is the same non-resident parent named on the cases, the cases will be selected together within the highest segment for the case group.

Details of these segments, and cases that are eligible for selection in them, can be found on the [definitions](#) page.

Further details of the CSA caseload can be found in the [Child Support Agency Quarterly Summary of Statistics](#).

As of December 2016, the Child Support Agency caseload has decreased from 1.53 million (before Case Closure began) to 1.08 million.

Number of CSA cases per case closure segment, June 2014 to December 2016



The CSA caseload shows the number of cases still open on the CSA total caseload broken down into each segment. It includes cases that have been selected, not selected and cases which have ended liability but It does not include cases which have closed.

As of December 2016, the overall CSA caseload has decreased from 1.53 million before Case Closure began to 1.08 million.

This decrease can be associated with cases closing within, and outside of the case closure process. As time progresses, the caseload will continue to decrease.

The number of cases due to have their liability ended reduced from 518,300 in September 2016 to 477,600 as of December 2016.

A decrease can be seen this quarter in the 'Arrears only' category, after increasing in previous quarters. This previous increase can be associated with cases where liability may have come to an end outside of the case closure process, but there are still arrears on the case.

This decrease in the 'Arrears Only' category is due to parents deciding to write off arrears and Arrears Only cases being selected as part of the Case Closure process.

See **Tables 2.1 - 2.2** for full data.

More information on Child Support Agency Caseload

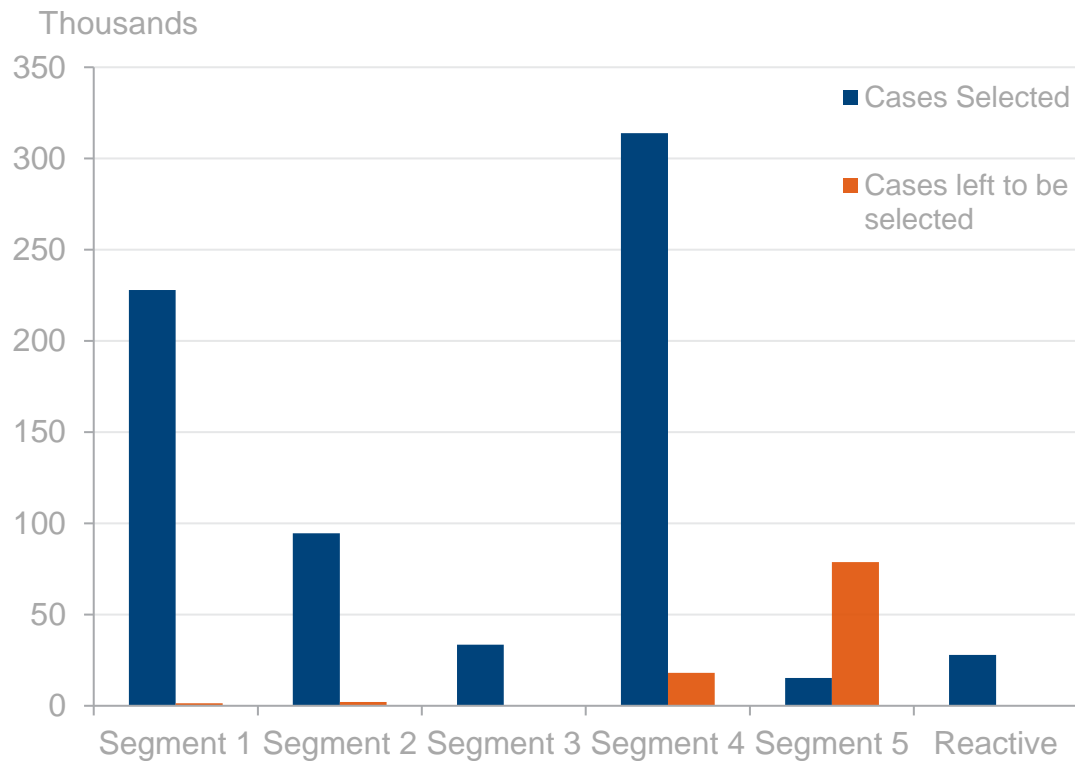
The CSA caseload shows every case within the total caseload. Once a case has fully closed on the systems it will be removed from the caseload. The majority of these cases will have already been selected.

The CSA caseload will differ from the Case closure position, tables 3.1-3.3, as they only contain the current CSA caseload. Case Closure position will include those in the CSA caseload, and cases that are no longer part of the CSA caseload, but were part of the case closure process i.e. cases that have now been closed.

Case Closure Position as of December 2016

97% of cases in segments 1, 2, 3 and 4 have already been selected for CSA Case Closure

Number of cases selected, and left to be selected for CSA case closure by Segment as at December 2016



Case Closure position refers to the number of cases that have been part of the case closure process. Once a case is closed it will still appear in the selected and total figures. This differs to the CSA caseload in the previous page.

A total of 684,900 cases have been proactively selected for CSA case closure, with a further 28,000 cases being selected reactively.

Most of the cases within segments 1, 2, 3 and 4 have now been selected. These few remaining cases are left to be selected because a case may have changed segment prior to selection as the characteristics of the case have changed.

The selection of segment 4 cases began in May 2015, and as of December 2016, 313,800 cases have been selected. This represents 95% of the segment 4 caseload as of December 2016.

The selection of segment 5 cases began as a pathfinder in August 2016 for Clerical cases and September 2016 for on System cases and as of December 2016, 15,300 cases have been selected. This represents 16% of the segment 5 caseload as of December 2016.

See **Tables 3.1, 3.2 and 3.4** for data on proactive case closure selections.

See **Table 3.3** for information on reactive case closure selections.

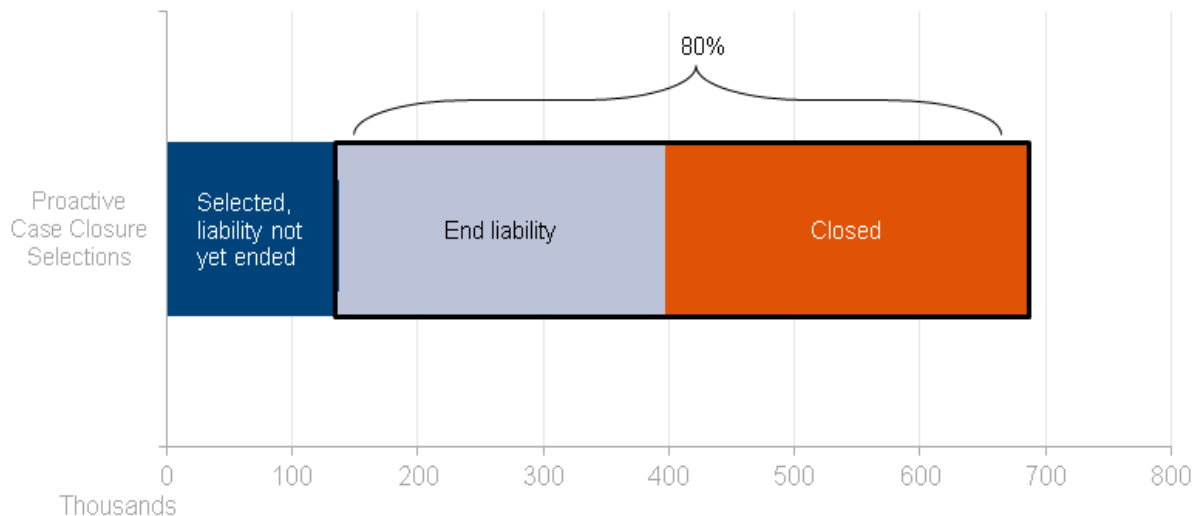
More information on Case Closure Position

Case Closure Position refers to all the cases that have been part of the case closure process. Once a case has closed it will still appear within the selected and total figures within tables 3.1-3.3 on the systems it will be removed from the caseload. This differs from the CSA caseload on the previous page which does not contain cases which have closed.

Ending Liabilities and Closing Cases

80% of cases that have been selected for proactive case closure have ended liability, and 42% of proactively selected cases have completed case closure

Total number of proactive case closure selections, split by whether the case has ended liability or closed as of December 2016



As of December 2016, 550,700 cases have had their liability ended through the **proactive** CSA case closure process. This represents 80% of all cases that have been proactively selected for CSA case closure as of December 2016.

In addition to this 23,400 cases have had their liability ended through **reactive** case closure.

As of December 2016, The total number of cases where liability has ended represents 71% of all cases due to have their liability ended as part of case closure.

A total of 287,400 cases have had their cases closed under the proactive CSA case closure process, and 22,000 have closed under the reactive case closure process. This represents 43% of all cases that have been selected for CSA case closure

See **Tables 4.1 and 4.3** for full data.

See **Tables 4.2 and 4.4** for information on cases ending liability and closing via reactive case closure.

More information on Ending liabilities and Closing Cases

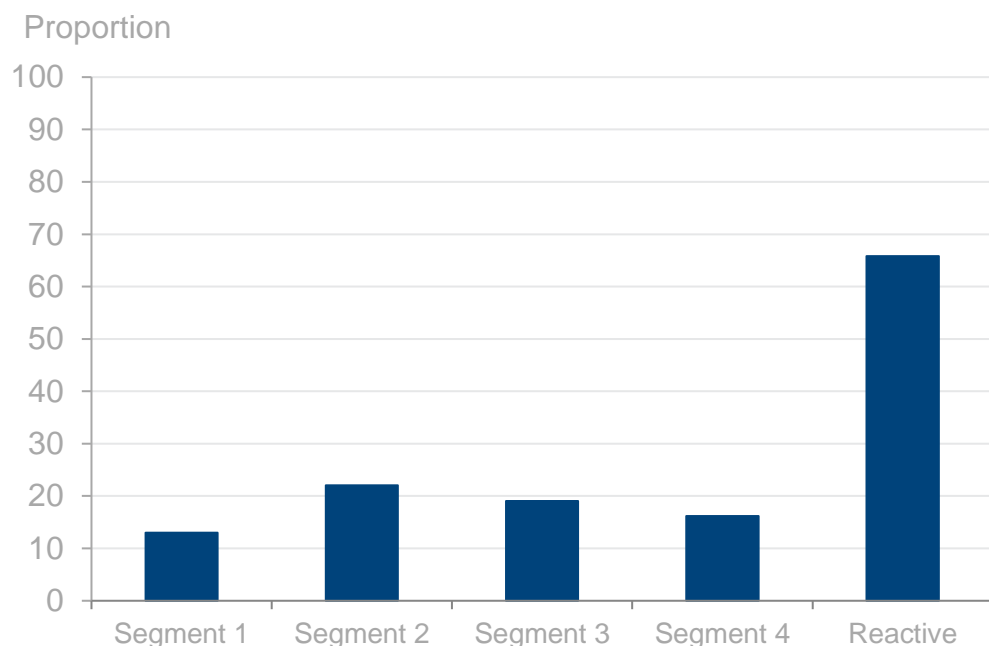
End liability is when on-going maintenance liability stops accruing under CSA calculation rules. This is 6 months after case closure selection for proactive cases and 38 days for reactive cases. It does not mean that payments under the CSA case are no longer due – there is likely to be a final scheduled payment for on-going maintenance after the end liability date, and payments towards arrears should keep flowing until the case is fully closed. Following end liability, clients are contacted about any arrears that remain before the case is closed. See diagram 1 on page 3 for details of the case closure process.

See the [methodology](#) page for further information.

Applications to the Child Maintenance Service and arrears only cases

18% of all cases that have had their CSA liability ended, via reactive or proactive closure, have made an application to the Child Maintenance Service

Proportion of cases, that have had the CSA liability ended, and now have applied to the Child Maintenance Service, by case closure segment - December 2016



A total of 88,700 cases that have had their CSA liability ended via proactive case closure and 15,400 cases that have had the CSA liability ended via reactive case closure have made an application to the Child Maintenance Service.

66% of reactive cases have applied to the CMS, this only represents 15,400 cases. In comparison, 13% of segment 1 cases that have had their CSA liability ended have made an application to the Child Maintenance Service which accounts to 26,600 cases.

The proportion of reactive applications is higher than for the proactive segments. We expect the number of applications to keep increasing, as cases are considered to have applied only after liability has ended and we are most of the way through closing segment 4 cases.

The proportion of segment 5 applications to the CMS is currently negligible as no cases will have reached the 6 month stage at of December 2016.

See **Table 5.1** for data on applications from proactive cases.

See **Table 5.2** for data on applications from reactive case.

More information on Child Maintenance Service Applications

Applications data are determined by linking individual personal details from cases that have ended liability with the equivalent information in the 2012 scheme.

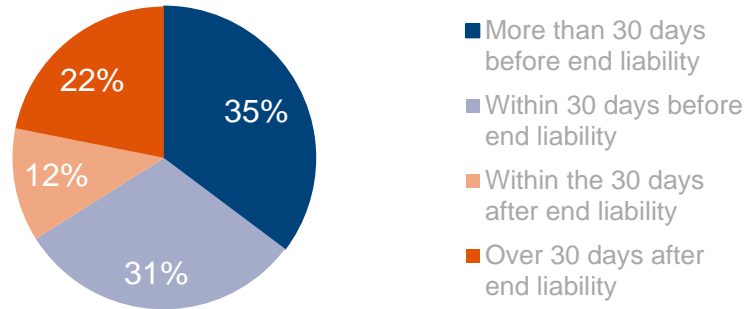
The underlying applications data uses the same source data found within the existing [Statistics on the 2012 statutory child maintenance scheme](#).

This information considers all applications, and does not consider the current status of the case. Some of these cases may have subsequently closed.

See the [methodology](#) page for further information.

66% of CMS applications from proactive case closure clients were made before CSA liability was ended

Proportion of cases making a CMS application by end liability date
December 2016



As of December 2016, 88,700 applications have been made to the CMS by clients who have been selected for case closure, of these, 58,500 were made before CSA liability was ended.

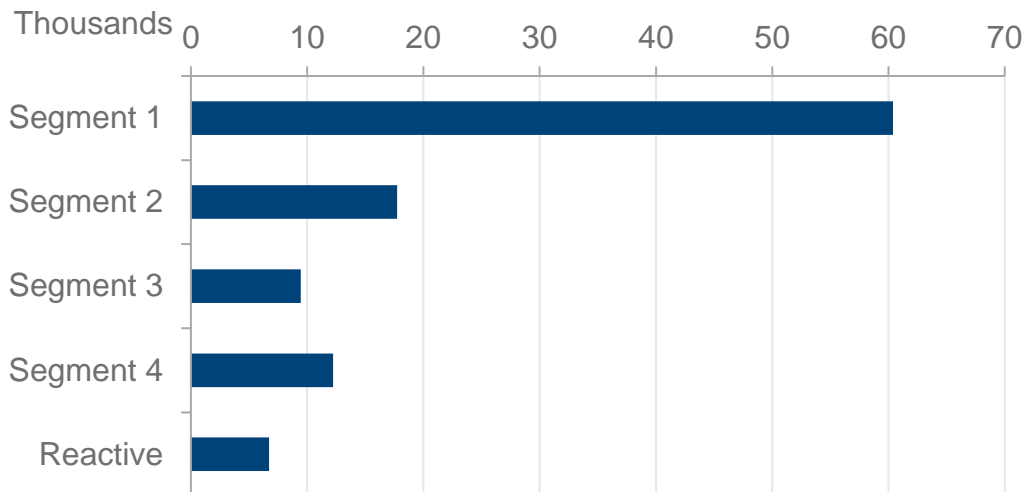
A total of 10,700 applications were made in the month following end liability and 19,400 were made more than a month after end liability.

See **Table 5.3** for full data.

See **Table 5.4** for time between end liability and CMS application for reactive case closure.

The Child Maintenance Service has 111,500 arrears only cases from clients who went through the proactive or reactive case closure process

Number of cases with an arrears only case with the CMS, by case closure segment - December 16



As of December 2016, there were 104,800 arrears only cases on CMS system following proactive case closure and 6,700 arrears only cases following reactive case closure.

These are cases that, so far, have not made an application to CMS, but had arrears remaining on their closed CSA case.

See **Table 5.1** for data on proactive cases.

See **Table 5.2** for data on reactive cases.

Methodology

Data Sources

The administrative data used within this publication are derived from the Child Maintenance administrative systems; Child Support Computer System (CSCS); Child Support System 2 (CS2) and Clerical Case Database (CCD) for 1993/2003 scheme cases and the Siebel source system for 2012 scheme cases.

Caseload

The 1993/2003 scheme caseload is sourced from the same data found within the existing Child Support Agency Quarterly Summary of Statistics.

The June 2014 caseload was linked with case closure planning information in order to provide an estimated segment breakdown of the caseload.

The current caseload has been linked with case closure records in order to give an accurate segment as of the current month. Further detail is available below.

Case Closure Position

Details of 1993/2003 scheme cases have been linked with case closure selection records in order to determine how many cases have been selected.

Cases that are due to be selected are identified using a scan of the CS2 computer system and interrogation of CSCS and CCD system data.

Ending liabilities and closing cases

Details of 1993/2003 scheme cases have been linked with case closure selection records in order to determine how many cases have ended liability, how many did not have a liability and how many have completed case closure.

Following end liability, clients are contacted about any arrears that remain before the case is closed. See diagram on page 3 for details of the case closure process.

Applications to 2012/Arrears Only on 2012

Application data are determined by linking individual personal details from cases that have ended liability with the equivalent information in the 2012 scheme.

An application, or arrears only case, following case closure is counted where the personal details of both parents can be linked between systems.

A link cannot be made if the details for either parent are missing. Applications may therefore be undercounted. Arrears only cases are identified by using a flag within the Siebel source system. The underlying applications data uses the same source data found within the existing statistics on the 2012 statutory Child Maintenance scheme.

A system issue has been identified which impacts New Application Intake figures. Duplicate cases created from the system issue have been removed from the applications to 2012 figures in Tables 5.1 – 5.4.

New Application 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.

The methodology used to identify and remove these duplicate cases may be refined in future publications.

Definitions

CMS	Child Maintenance Service
1993/2003 Total Caseload	The total number of cases on the CSA 2003 and 1993 Schemes.
2012/CMS Application	The number of new applications received to the 2012 statutory scheme. These figures do not include Arrears only cases on the 2012 System.
Age out	Cases where the youngest child will have reached the age of 20 before the 31 st December 2017. Liability will not end on these cases unless it is linked to a new Child Maintenance Service application. This is because these cases will come to a natural end before the end of the transition period.
Arrears Only on 2012 System/CMS	These are cases that have not made application to the Child Maintenance Service following case closure, but had 1993 or 2003 scheme arrears. These arrears are moved over to the 2012 system. Further details on transitioned arrears can be found in the CMS accounts.
Arrears Only within case closure Process	Cases without an on-going maintenance liability, and arrears on the 1993/2003 schemes.
Case Closure	The process of ending liability and closing all cases on the CSA (1993/2003) schemes.

Case Group	Where a non-resident parent has more than one case. All of his/her cases are linked together as a case group.
Completed Case Closure	Following end liability, clients are contacted about any arrears that remain. Once this activity has been completed, the case is classed as closed. See diagram 1 on page 3 for details of the case closure process.
End liability	When on-going maintenance liability stops accruing under CSA calculation rules. This is 6 months after case closure selection for proactive cases and 38 days for reactive cases. It does not mean that payments under the CSA case are no longer due – there is likely to be a final scheduled payment for on-going maintenance after the end liability date, and payments towards arrears should keep flowing until the case is fully closed.
Not Eligible for Case Closure	<p>These are cases within the CSA caseload which will not have liabilities ended as part of the case closure process and are not classed as age out or Arrears only. A case is not eligible for case closure for one of the following reasons:</p> <ul style="list-style-type: none"> - The case is not part of the 'Live' CSA caseload - The case is now cancelled/withdrawn, and is awaiting full closure - During the case closure process, the case has been identified as not eligible. This could be due to a death on the case, or the case not appearing in lists of cases to be selected
Proactive Case Closure	The structured process of selecting CSA cases for closure.
Reactive Case Closure	Where a new application is made to the Child Maintenance Service, which relates to a paying parent in a live CSA case (1993 or 2003 Scheme), but a different receiving parent. This new application will trigger the process to bring the existing child maintenance liability to an end.
Segment 1 - Nil Assessed cases	These are all cases where liability is assessed as nil. Cases from this segment were selected from June 2014.
Segment 2 - Non compliant cases	These are cases where the non-resident parent is not complying with his/her obligation to pay child maintenance or is assessed and non-charging. This segment excludes cases which are subject to a deduction from earnings order, a regular deduction order, where a deduction from earnings request has been granted and where enforcement action is on-going. Cases from this segment were selected from January 2015.

- Segment 3 - Clerical Compliant Cases** Segment 3 are all clerical cases (these are cases that are not managed on the main computer systems) that do not fall within Segment 1 or 2 or 5 (so excluding deduction from earnings order, deduction from earnings request and regular deduction order cases and cases where enforcement action is on-going). Cases from this segment were selected from May 2015.
- Segment 4 - Compliant cases** Segment 4 are all non-clerical cases that do not fall within Segment 1 or 2 or 5 (so excluding deduction from earnings order, deduction from earnings requests and regular deduction order cases and cases where enforcement action is on-going). Cases from this segment were selected from May 2015.
- Segment 5 -Enforced cases** Segment 5 are all cases where:(a) the method of payment of child maintenance is by-(i) deduction from earnings order; (ii) deduction from earnings request; or (iii) regular deduction order; and (b) all cases where an enforcement action is currently in progress including liability orders (and all subsequent action that flows from such orders); lump sum deduction orders; freezing orders; setting aside of disposition orders and their Scottish equivalents. Cases from this segment were selected from August 2016 for Clerical cases and September 2016 for on system cases.

Where to find out more

For more information on CSA case closure please see [Child Maintenance: Ending Liability Scheme](#).

For more information regarding the Child Support Agency Caseload please see the [Child Support Agency Quarterly Summary of Statistics](#).

For more information regarding the Child Maintenance Service Caseload please see the 2012 [Child Maintenance Scheme Statistics](#).