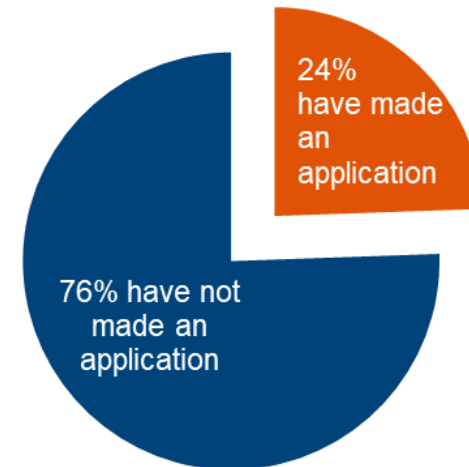
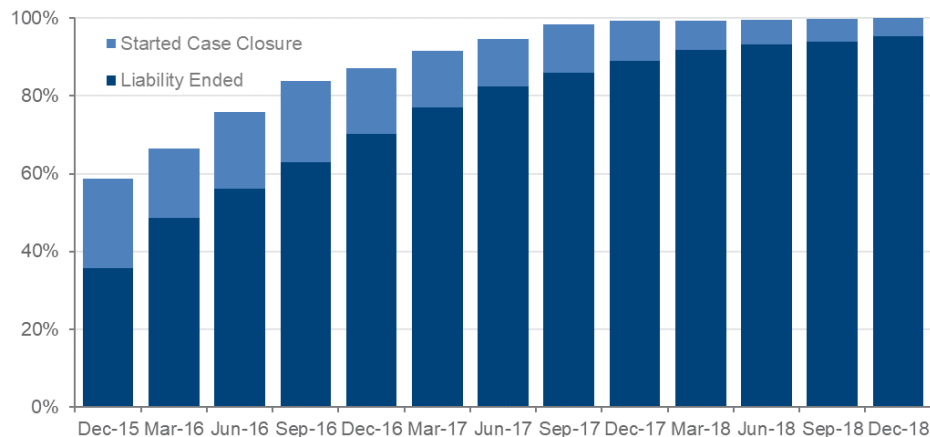


Child maintenance is financial support between separated parents to help with the everyday costs of looking after children. The Child Support Agency (CSA) was set up in 1993 to calculate how much child maintenance parents should pay and if necessary manage the payments between the parents. In 2012 the Child Maintenance Service was created to replace the CSA.

In June 2014, DWP began to close the cases managed by the CSA. As part of the closure process, parents have been advised to contact Child Maintenance Options to help them choose whether they were able to make their own family-based arrangements or if they need to make an application with the Child Maintenance Service. This publication details the progress of closing the cases managed by the CSA. The on-going liability (requirement to pay child maintenance) was ended on all CSA cases before the end of December 2018.

Main stories as of December 2018

Percentage (%) that have started the closure process



ALL cases which are eligible for Proactive Case Closure have completed their journey.

739,500 (95%) had their liability ended. **36,600 (5%)** did not have a liability to end.

24% of proactive and reactive cases that have had their liability ended have applied to the Child Maintenance Service.

At a glance

100% of eligible cases have completed their Proactive Case Closure journey	3
The number of cases on CSA has decreased to 493,600 from 1.53 million before Case Closure began	3
57% of applications to the Child Maintenance Service from proactive Case Closure cases were made before their CSA liability had ended	4

Author: Jennifer Gibson and Stephen Ratcliff

Lead Statistician: Belinda Selby

cm.analysis.research@dwp.gsi.gov.uk

DWP Press Office: 0203 267 5144

Feedback is welcome.

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This is the final edition

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What you need to know

This publication contains the most up-to-date statistics on the progress of the Child Support Agency (CSA) Case Closure programme. **Full data are available in the accompanying published tables:**

www.gov.uk/government/statistics/child-support-agency-case-closures-june-2014-to-december-2018

The Child Maintenance Service was introduced in 2012 to replace the CSA. In order to close the CSA, we have contacted all parents who have a **current liability** (requirement to pay child maintenance) and encouraged them to contact Child Maintenance Options for advice on setting up a new child maintenance arrangement.

Cases have been closed in a structured process called **Proactive Case Closure**. All the cases managed by the CSA were put into one of five segments based on their characteristics and the selection of each segment was staggered over time.

Some cases have not gone through the Proactive Case Closure process:

1. When an application is made to the Child Maintenance Service which relates to a Paying Parent who has a live CSA case with a different Receiving Parent. The application to the Child Maintenance Service will trigger the process of ending the liabilities on the Paying Parent's existing CSA cases. This is called "**Reactive Case Closure**".
2. When the youngest child on the case will have reached the age of 20 before the 31st December 2018. These cases will not be proactively selected because the liability will come to a natural end. These cases are called "**Age Out**".
3. Some cases managed by the CSA are **not eligible for case closure**. These cases may have already been cancelled or withdrawn.

Note to users

We currently produce two statistical publications about the Child Support Agency (CSA); Quarterly Summary of Statistics about the performance of the CSA, and this separate publication covering the progress of the CSA Case Closure Programme.

As we have now ended liabilities on all CSA cases our future publication strategy for the CSA has been reviewed and this is the final Case Closure publication.

Our future publications will focus on the closure of the remaining cases on the CSA and the handling of the arrears associated with those cases as part of the Compliance and Arrears Strategy. Please see the following announcement, released last month alongside the Child Support Agency Quarterly Summary of Statistics, for details of our future publication plans:

<https://www.gov.uk/government/publications/child-support-agency-statistics-publication-strategy>

Case Closure process

Ending the liability on a CSA case is where the need to pay on-going child maintenance is stopped. It happens 6 months after the case has been selected for **Proactive Case Closure** and 38 days after a case has joined **Reactive Case Closure**. Once the liability has been ended on a CSA case, there is likely to be a final payment for on-going maintenance after the end liability date, and payments towards **arrears** (unpaid child maintenance) should continue until the case is fully closed. Once the liability has been ended, parents are contacted about any arrears that might be on the case. After this the case is classed as **Closed** and has **completed the Case Closure process**.

On the 30 November 2017 it was announced that all current CSA liabilities must be ended by the 31 December 2018. This deadline has been met.

All cases eligible for Proactive Case Closure have completed the closure process; 95% have had their liability ended, 5% of cases did not have an ongoing liability.

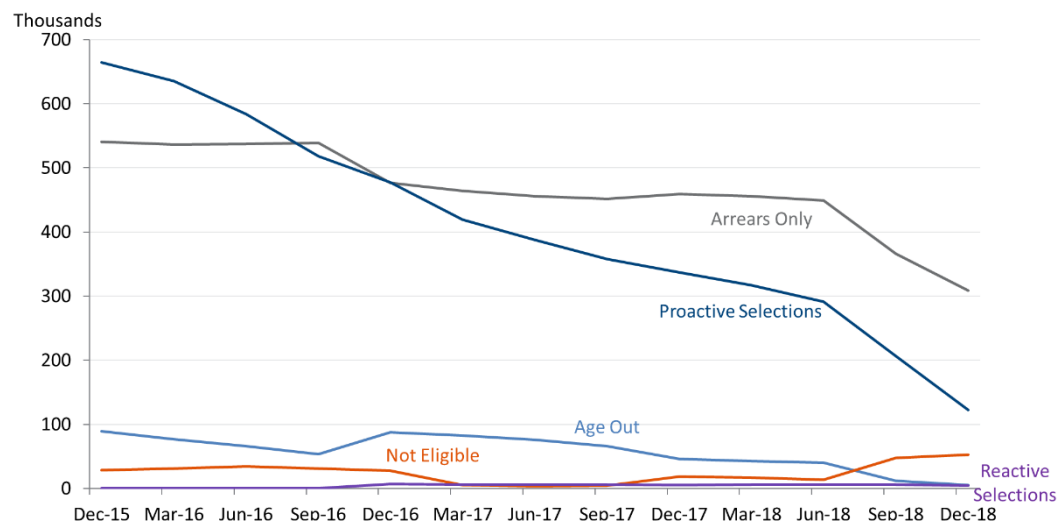
At the end of December 2018, all cases have been selected for the Case Closure process.

All proactive cases have had their CSA liability ended. **739,500 (95%)** cases have had their liability ended through the proactive CSA Case Closure process. **36,600 (5%)** of cases did not have a liability to end. An additional **30,400** cases have had their liability ended through **Reactive Case Closure**. A total of **559,000 (68%)** CSA cases have been fully **closed** as a result of either the proactive or reactive Case Closure process. There are also cases that have ended liability but are not yet fully closed as system activity needs to be carried out to close the case or there are historic arrears which will be dealt with through the Compliance and Arrears Strategy.

See **Tables 1 and 4** for full data.

The number of open cases managed by the CSA, which were in scope for the Case Closure process, has decreased to 493,600 from 1.53 million

The number of cases managed by the CSA, June 2014 to December 2018



Of the cases which were in scope for the case closure process, the majority of cases remaining on the CSA are now **Arrears Only cases**. There are **308,400** Arrears Only cases in Case Closure at December 2018.

See **Table 2** for full data.

Applications to the Child Maintenance Service

Parents whose CSA cases have been closed were advised to contact Child Maintenance Options to discuss their child maintenance needs. They may have decided to make their own child maintenance arrangements or to apply to the Child Maintenance Service.

Parents who made an application to the Child Maintenance Service before their CSA liability ended would not have had any break in their child maintenance liability. Their child maintenance liability will continue but the amount of child maintenance due and when it is to be paid may have changed. Parents could also arrange continuing payments themselves through a family-based arrangement. Family based arrangements are not included in these figures, more information is available here <https://www.gov.uk/government/collections/family-based-child-maintenance-arrangements-statistics#latest-release>.

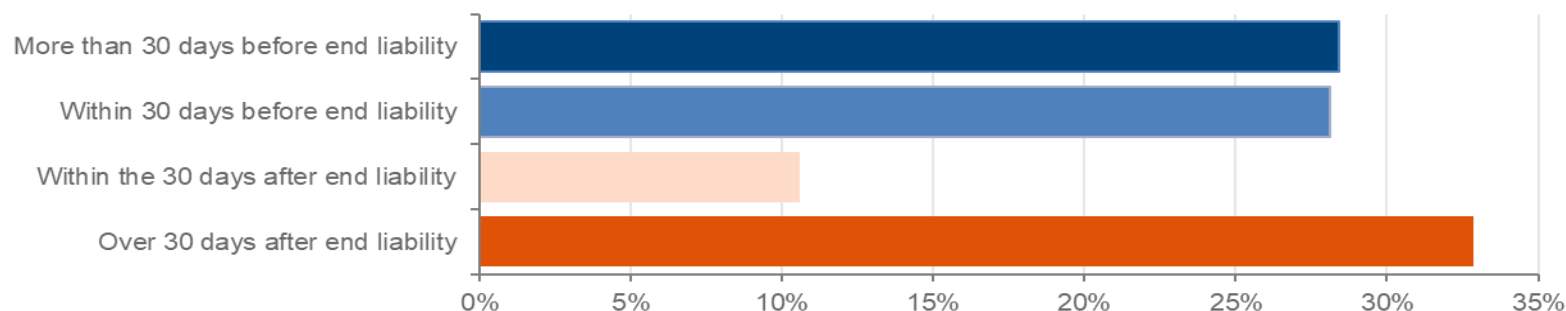
24% of all cases that have had their CSA liability ended by Case Closure have made an application to the Child Maintenance Service

185,900 CSA cases have had their liability ended through either proactive or reactive Case Closure and have made an application to the Child Maintenance Service.

These figures do not count “arrears only” cases where the parents have not made an application to the Child Maintenance Service but the arrears on their CSA case have been transferred to the Child Maintenance Service.

Of the parents who went through proactive Case Closure and made an application to the Child Maintenance Service 57% did so before their CSA liability had ended

Percentage of cases making an application to the Child Maintenance Service by their end of liability date, at the end of December 2018



At the end of December 2018, **166,400** CSA cases have had their liability ended through **proactive Case Closure** and made an **application to the Child Maintenance Service**.

- **94,100 (57%)** made an application to the Child Maintenance Service before their CSA liability had ended.
- **17,600 (11%)** made an application to the Child Maintenance Service in the month after their liability ended.
- **54,700 (33%)** made an application more than a month after their liability ended through proactive Case Closure.

See **Tables 5 and 6** for full data on applications to the Child Maintenance Service following Case Closure.

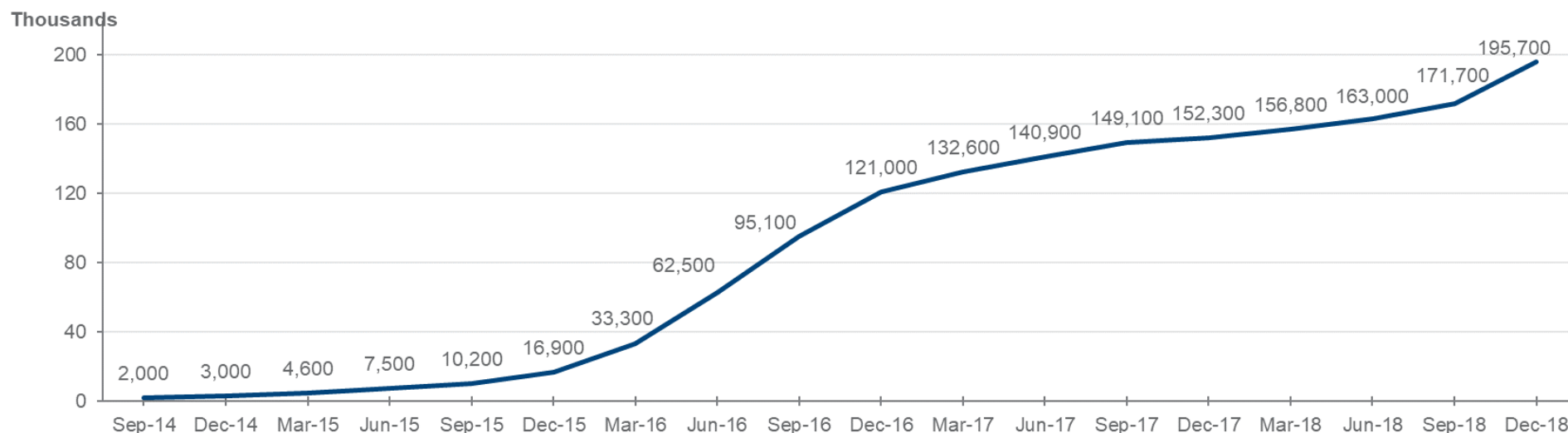
CSA arrears only cases on the Child Maintenance Service

When cases that have arrears but no current liability to pay child maintenance are closed on the CSA, the CSA discusses with parents what they want to do about any arrears. The arrears could be automatically moved to the Child Maintenance Service without anyone having to make an application to the Child Maintenance Service. This includes cases where the liability has been ended by the Case Closure process. More information on arrears only cases that have been transitioned to the Child Maintenance Service can be found in the ad-hoc statistical publication “Child Support Agency arrears transitioned to the Child Maintenance Service”:

<https://www.gov.uk/government/statistics/child-support-agency-arrears-transitioned-to-the-child-maintenance-service-system-november-2014-to-june-2017>

The Child Maintenance Service has 195,700 arrears only cases from parents who went through the Case Closure process

The number of CSA arrears only cases on the Child Maintenance Service, September 2014 to December 2018



As of December 2018, there were **195,700** cases on the Child Maintenance Service where the parents have not made an application to the Child Maintenance Service but an **arrears only** case has been set up after the Case Closure process, this is a **14 percent increase** from September 2018.

In the quarter ending December 2018, as we reach the end of the Case Closure process and liabilities were ended, we have seen an increase in arrears only cases joining the Child Maintenance Service.

See **Tables 7 and 8** for full data.

About these statistics

Figures contained within this publication are rounded to the nearest hundred or percent. Percentages are calculated prior to rounding.

These statistics have been developed using guidelines set out by the UK Statistics Authority.

Please note this is the final Case Closure publication. Please see the following link for details of future CSA publication plans:

<https://www.gov.uk/government/publications/child-support-agency-statistics-publication-strategy>

Where to find out more

Further details of the CSA caseload and the performance of the Child Support Agency can be found in the Child Support Agency Quarterly Summary Statistics here:

<https://www.gov.uk/government/statistics/child-support-agency-quarterly-summary-of-statistics-december-2018>

For more information on CSA Case Closure please see the “Child Maintenance: Ending Liability” publication here: <https://www.gov.uk/government/publications/child-maintenance-ending-liability-scheme>

For statistics on the performance of the Child Maintenance Service please see: <https://www.gov.uk/government/collections/statistics-on-the-2012-statutory-child-maintenance-scheme>

For details on child maintenance arrangements made after speaking to the Child Maintenance Options service, including family based arrangements please see: <https://www.gov.uk/government/collections/family-based-child-maintenance-arrangements-statistics#latest-release>