

# Withdrawn

This publication is withdrawn.  
The publication is no longer current.

# Child Support Agency (CSA) Quarterly Summary of Statistics (QSS) Metadata

## Geographic Coverage

Great Britain

## Breakdowns

The 1993 and 2003 statutory schemes are currently operated through the Child Support Agency (CSA), with the 2012 scheme being operated through the Child Maintenance Service. 2003 scheme cases are administered on the CS2 computer system. 1993 scheme cases are administered on both the CS2 and CSCS computer system. A number of cases across both schemes are administered off system on the Agency's Clerical Case Database where technical issues prevent the cases being administered on the CS2 computer system.

## 2012 scheme

The Government is reforming the child maintenance system so that it provides support to enable parents to work together after a separation, not only on child maintenance arrangements, but on the whole range of issues faced following separation. Incentives are being introduced to encourage parents to think twice about whether they could set up a family-based child maintenance arrangement without automatically turning to the statutory child maintenance scheme.

For those parents who are not able to make their own family-based arrangement, the 2012 statutory maintenance scheme will be available.

The 2012 child maintenance scheme was introduced on 10 December 2012, using a pathfinder approach to new applicants with at least four qualifying children with the same two parents named in the application. On 29 July 2013 the 2012 scheme opened to new applicants with at least two qualifying children with the same two parents named in the application. On 25 November 2013, the scheme opened up to all new applicants.

The 1993 and 2003 statutory schemes will continue to be delivered by the Child Support Agency (CSA). Once the 2012 scheme is seen to be working well, cases on the 1993 and 2003 schemes will close. This process is expected to take around 3 years.

Performance relating to the 2012 Scheme is not included in this publication.

## Geographical Breakdowns

Supplementary tables are published alongside the QSS publication showing high level measures at Local Authority level.

## Timing

Quarterly

## Producer

Department for Work and Pensions.

The following table gives a high level description of the main QSS tables and the data source(s) for each of them. More detail can be found on the data sources in the Data Sources section. Definitions of terminology used throughout the QSS are included in the Definitions section.

## QSS Tables:

Table	Description	Source
<b>Table 1: Intake/Clearances and Uncleared work</b>	The number of new 2003 scheme applications for child maintenance received each quarter, the number cleared each quarter and the number remaining uncleared each quarter across both schemes.	1) CS2 data 2) Clerical Case Database
<b>Table 2: Time to Clear applications</b>	The percentage of 2003 scheme applications cleared each month within 12, 18 and 26 weeks of the child maintenance application date	1) CS2 data 2) Clerical Case Database
<b>Table 3: Caseload by Scheme</b>	This shows the number of cases currently being handled by the Agency and the division of these between the 1993 and 2003 Scheme.	1) CS2 data 2) CSCS data 3) Clerical Case Database

Table	Description	Source
<b>Table 4: Clerical Case Database</b>	The number of cases administered off system on the Agency's Clerical Case Database as at each quarter.	1) Clerical Case Database
<b>Table 5: Caseload Status</b>	This shows the status of all cases with an assessment or calculation.	1) CS2 data 2) CSCS data 3) Clerical Case Database
<b>Table 6: Caseload by Weekly Liability Value</b>	This shows the % and volume of cases split by specified weekly liability values.	1) CS2 data 2) CSCS data 3) Clerical Case Database
<b>Table 7: Caseload by Number of Qualifying Children</b>	This shows the average weekly liability by the number of qualifying children by collection method.	1) CS2 data 2) CSCS data 3) Clerical Case Database
<b>Table 8: Children Benefiting from Maintenance</b>	This shows the number of children benefiting, calculated from cases in which a payment was received or had a maintenance direct arrangement in place.	1) CS2 data 2) CSCS data 3) Clerical Case Database

Table	Description	Source
<b>Table 9: Cases Contributing towards Current Liability</b>	This shows the number of cases contributing towards current liability.	1) CS2 data 2) CSCS data 3) Clerical Case Database
<b>Table 10: Percentage of Liability Paid in Quarter</b>	This shows the percentage of liability being paid each quarter, for cases due to pay via the collection service.	1) CS2 data 2) CSCS data 3) Clerical Case Database
<b>Table 11: Liability and Credits</b>	This shows the total amount of money due and of this how much was received or adjusted. The closing balance is the difference between the two at the end of the period.	1) CS2 data 2) CSCS data 3) Clerical Case Database
<b>Table 12: Collections versus Liability</b>	This shows the amount of liability accrued and the amount collected within the quarter for the Collection Service.	1) CS2 data 2) CSCS data 3) Clerical Case Database
<b>Table 13: Maintenance Collected and Arranged: Quarterly Measure</b>	This shows the total amount of maintenance collected by the Agency and the estimated value of Maintenance Direct arrangements.	1) CS2 data 2) CSCS data 3) Clerical Case Database

Table	Description	Source
<b>Table 14: Cases Contributing Towards Arrears</b>	This shows the number of cases with outstanding arrears at the end of the quarter, and the number and percentage of those cases that made a contribution towards the arrears within the period.	1) CS2 data 2) CSCS data 3) Clerical Case Database
<b>Table 15: Outstanding Maintenance Arrears</b>	This shows the live caseload and those cases which have been cancelled/withdrawn or closed where the non resident parent has arrears, the annual outstanding maintenance arrears position from January 2012, split out by system.	1) CS2 data 2) CSCS data 3) Clerical Case Database
<b>Table 16: Number of Cases with Outstanding Arrears by Weekly Liability</b>	This shows the number of cases with outstanding arrears at the end of the quarter split by value of arrears.	1) CS2 data 2) CSCS data 3) Clerical Case Database
<b>Table 17: Arrears owed by Weekly Liability</b>	This shows the number of cases with outstanding arrears at the end of the quarter split by value of arrears.	1) CS2 data 2) CSCS data 3) Clerical Case Database
<b>Table 18: Outstanding Arrears by Date of Last Payment</b>	This shows the number of cases that last made a payment towards arrears in each quarter.	1) CS2 data 2) CSCS data 3) Clerical Case Database

Table	Description	Source
<b>Table 19: Arrears Distribution</b>	This shows the proportion of cases with arrears and value of arrears by size of arrears outstanding on each case.	1) CS2 data 2) CSCS data 3) Clerical Case Database
<b>Table 20: Arrears Segmentation</b>	This table 'segments' the total outstanding arrears into various categories linked to the Agency's Arrears Strategy.	1) CS2 data 2) CSCS data 3) Clerical Case Database
<b>Table 21: Enforcement</b>	This shows the total volume of enforcement actions undertaken by the Agency.	1) Agency Legal Management Information system 2) CS2 data 3) CSCS data 4) Clerical bailiff feed
<b>Table 22: Appeals</b>	This shows the number of appeals, where a client challenges the maintenance decision, and time taken to deal with appeals.	1) Appeals Tracking System
<b>Table 23: Complaints</b>	This shows how many complaints the Agency receives and manages each month.	1) Respond Database

Table	Description	Source
<b>Table 24: Initial Clearance Types</b>	This shows a breakdown by type of clearance for all 2003 Scheme clearances.	1) CS2 data
<b>Table 25: Reasons for Case Closure Following Calculation</b>	This shows a breakdown by reason for closure for all 2003 Scheme closures (including cancelled/withdrawn cases) following calculation.	1) CS2 data
<b>Table 26: 2003 Scheme Caseload Status</b>	This shows the status of all 2003 Scheme cases with an assessment or calculation.	1) CS2 data
<b>Table 27: 1993 Scheme Caseload Status</b>	This shows the status of all 1993 Scheme cases with an assessment or calculation.	1) CS2 data 2) CSCS data
<b>Table 28: Quarterly Caseload by Scheme: Live and Assessed Cases</b>	Old Methodology: The live or assessed caseload broken down by scheme as at each quarter.	1) CS2 data 2) CSCS data 3) Clerical Case Database 4) Manual Payments feed 5) Outstanding Maintenance Direct Task feed



Table	Description	Source
<b>Table 29: Cases/Children Benefiting from Maintenance</b>	<p>Old Methodology:</p> <p>The number of cases which have a positive outcome in quarter expressed as a percentage of those cases where a child maintenance payment was expected.</p> <p>The number of qualifying children on cases with a positive outcome.</p>	<p>1) CS2 data 2) CSCS data 3) Clerical Case Database 4) Manual Payments feed 5) Outstanding Maintenance Direct Task feed</p>

## Data Sources:

### CS2 Data

A 100% download of all cases administered on the CS2 computer system. Updates are received on a daily basis but processed at each month end.

### CSCS Data

A 100% download from the CSCS computer system received at month end of all open cases as well as cases that currently have outstanding arrears. This contains relevant fields (detail) to calculate the level of outstanding arrears on CSCS cases. This data allows for detailed breakdowns such as by geographical location of the non-resident parent/parent with care and type of arrears which is not available from the General Ledger (BMSR system).

### Clerical Case Database data

A 100% download of all cases administered off system on the Clerical Case Database.

Many cases on the Clerical Case Database also exist on the CS2 computer system but have been progressed further on the Clerical Case Database. This feed is used to overwrite some of the data held on the CS2 data download. Some aspects of this data feed such as maintenance amounts requested are based on the overall expected amount from the non-resident parent rather than at a case level. This is inconsistent with the methodology used on the CS2 and CSCS data feed.

### Clerical Clearance feed

A clerical return of all cases 'cleared' off system. The definition of a clearance is available in the definitions section. This is a list of all cases which have been cleared off system. This is a 100% return of cases administered on the CS2 computer system but where the clearance occurs off system i.e. by way

of a manual payment. This feed is matched against applications which appear on the CS2 feed and a clearance date is matched onto the CS2 feed. This is used only for the throughput and uncleared work measures.

### **Manual Payments feed**

A clerical return of all payments to parents with care that have to be made manually off system due to technical issues on the CS2 computer system that prevent the payment being made automatically. These are logged on a daily basis as and when the manual payment is made. The manual payment feed is matched against the CS2 data download and the child maintenance receipts combined on the 2 feeds.

### **Outstanding Maintenance Direct task feed**

A list of 'tasks' downloaded from the CS2 computer system each night where the non-resident parent and parent with care have agreed a maintenance direct arrangement but because of technical issues, this can not be recorded as such on the actual case on the CS2 system.

These tasks are then matched at a case level against the CS2 data download and the management information adjusted accordingly to report the case as maintenance direct in final reports. When a case is closed or a non-resident parent informs the Agency that a maintenance direct arrangement has ceased, the 'task' is deleted from the feed.

### **BMSR**

This is only relevant to information prior to January 2012. This is the financial transaction recording system that records all receipts received and outstanding arrears balances for the Agency (also referred to as the General Ledger). No detailed Management Information feed at a case level is reported from BMSR although total receipts received by scheme and case are reported. The collections figure sourced from here is based on a full 100% coverage of cases and includes collections of maintenance received off system.

### **Enforcement MI system**

A legal enforcement management information system introduced in June 2010. All legal enforcement actions are recorded and tracked on this system with a 100% data feed produced each month. Prior to June 2010, all actions were recorded on the MIS2 system. Outputs from this are still used for historical figures

### **IPCC Telephony system**

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 Data**

A list of all cases with a new child maintenance assessment is produced each month from data sourced from the CS2 data feed. These cases are then sent to a Quality and Assurance team where a sample is selected with accuracy checkers checking case papers on the sample of cases.

There were around 395,000 new calculations on the CS2 computer system throughout 2009/10 with around 5,500 of these sampled. This represents around 1.4% of the population. From this, we can be 95% confident that the results obtained from the accuracy sample are around + / - 1.3% of the real value.

### **Postcode Directory**

A listing of postcodes received from the Office of National Statistics (ONS) each quarter. This is a lookup between postcode and various geographies including Local Authorities, Regions and Parliamentary Constituencies. A full coverage of all postcodes in the United Kingdom is included from a Postal Address File supplied to ONS by the Royal Mail.

The file is used to allocate cases to geographical areas by matching the residential postcode of the non-resident parent or parent with care to a postcode in this file.

## **Definitions**

### **Arrears of Maintenance**

Child maintenance that has not been paid by the non-resident parent.

### **Total Caseload**

Total New Measures Caseload (sum of all breakdown categories), for All Schemes/Systems (CSCS, CS2 and CCD).

### **Live Caseload (Total Caseload minus No Liability/No Arrears/Not Paying Cases)**

Total Caseload minus No Liability/No Arrears/Not Paying Cases, for All Schemes/Systems (CSCS, CS2 and CCD).

### **Current Liability - Paying Nothing**

Number of cases that, at the end of the reporting period, are not Closed or Cancelled/Withdrawn and have a Qualifying Child under 20 in the household, and during the reporting period a Positive Liability has been accrued, and case is not Maintenance Direct at end of period - no cash adjustment or payment received via Collection Service, across All Schemes/Systems (CSCS, CS2 and CCD).

### **Current Liability - Paying Less Than Liability**

Number of cases that, at the end of the reporting period, are not Closed or Cancelled/Withdrawn and have a Qualifying Child under 20 in the household, and during the reporting period a Positive Liability has been accrued, and case is not Maintenance Direct at end of period - either a cash adjustment or payment received via Collection Service has been received, but for a value of less than 90% of the accrued liability in reporting period, across All Schemes/Systems (CSCS, CS2 and CCD).

### **Current Liability - Paying Equal To Liability**

Number of cases that, at the end of the reporting period, are not Closed or Cancelled/Withdrawn and have a Qualifying Child under 20 in the household, and during the reporting period a Positive Liability has been accrued, and case is not Maintenance Direct at end of period - either a cash adjustment or payment received via Collection Service has been received, for a value of equal to or greater than 90% of the accrued liability in reporting period, across All Schemes/Systems (CSCS, CS2 and CCD).

### **Current Liability - Paying More Than Liability - Debt Exists**

Number of cases that, at the end of the reporting period, are not Closed or Cancelled/Withdrawn and have a Qualifying Child under 20 in the household, and during the reporting period a Positive Liability has been accrued, and case is not Maintenance Direct at end of period - either a cash adjustment or payment received via Collection Service has been received, the sum of which is more than 90% of the sum of receivables (Accrued Liability) for reporting period, and Debt (outstanding receivables) exists on the case at the end of the reporting period, across All Schemes/Systems (CSCS, CS2 and CCD).

### **Current Liability - Paying More Than Liability - No Debt Exists**

Number of cases that, at the end of the reporting period, are not Closed or Cancelled/Withdrawn and have a Qualifying Child under 20 in the household, and during the reporting period a Positive Liability has been accrued, and case is not Maintenance Direct at end of period - either a cash adjustment or payment received via Collection Service has been received, the sum of which is more than 90% of the sum of receivables (Accrued Liability) for reporting period, and No Debt (outstanding receivables) exists on the case at the end of the reporting period, across All Schemes/Systems (CSCS, CS2 and CCD).

### **Maintenance Direct (Current Liability) - With No Additional Payments**

Number of cases that are Maintenance Direct at the end of the reporting period, and no additional payments were made via Collection Service during reporting period.

### **Maintenance Direct (Current Liability) - With Additional Payments - Debt Exists**

Number of cases that are Maintenance Direct at the end of the reporting period, and additional payments - where Debt exists, were made via Collection Service during reporting period.

### **Maintenance Direct (Current Liability) - With Additional Payments - No Debt Exists**

Number of cases that are Maintenance Direct at the end of the reporting period, and **additional payments - where No Debt exists**, were made via Collection Service during reporting period.

### **No Current Liability/Outstanding Debt - Paying Nothing**

Number of cases that were live (not Cancelled or Closed) at the end of reporting period, but had no positive liability accrued during the reporting period (i.e. a Nil Liability case), Outstanding Debt exists at the end of reporting period, and no cash adjustment or payment made via Collection Service.

### **No Current Liability/Outstanding Debt – Paying**

Number of cases that were live (not Cancelled or Closed) at the end of reporting period but had no positive liability accrued during the reporting period (i.e. a Nil Liability case), Outstanding Debt exists at the end of reporting period, and either a cash adjustment or payment made to CMG.

### **No Ongoing Liability/Outstanding Debt - Paying Nothing**

Number of cases that are either Closed or Cancelled or have no Qualifying Children on the case at the end of reporting period, Outstanding Debt exists at the end of the reporting period, and no cash adjustment or payment made via Collection Service during reporting period.

### **No Ongoing Liability/Outstanding Debt – Paying**

Number of cases that are either Closed or Cancelled or have no Qualifying Children on the case at the end of reporting period, Outstanding Debt exists at the end of the reporting period, and either a cash adjustment or payment made via Collection Service during reporting period.

### **No Liability/No Arrears - Not Paying**

Number of cases with No Liability and No Debt at the end of the reporting period, including pre assessed cases, and no cash adjustments or payments made via Collection Service during reporting period.

### **No Liability/No Arrears – Paying**

Number of cases with No Liability and No Debt at the end of the reporting period, including pre assessed cases, and either cash adjustments or payments made via Collection Service during reporting period (these are normally cases that have been live and expecting payments at the start of reporting period but are no longer live as at the end of reporting period).

### **Clerical Case Database**

A database used to administer CS2 cases which for technical reasons cannot be administered on the CS2 computer system.

### **Clerical Clearance feed**

Cases which have been cleared off system due to technical issues.

### **Closed Cases**

Cases which have been closed and no further child maintenance liability exists.

### **Collection Schedule**

Payment of child maintenance has been requested and a collection schedule is in place for regular child maintenance payments and/or arrears of child maintenance payments.

### **Compliant**

Cases where regular and/or arrears of maintenance have been requested in the quarter and child maintenance has been allocated to a case in that quarter.

### **2003 Scheme**

The child maintenance assessment scheme introduced for new claims made after March 2003. These are administered on the CS2 computer system.

## **2003 scheme Case Clearances**

A 2003 scheme clearance is defined under the following circumstances:

- if a maintenance calculation has been carried out and a payment arrangement between the parent with care and the non-resident parent is in place
- an application has been cancelled or withdrawn
- a maintenance calculation has been carried out and nil liability established
- a parent with care has been identified as claiming Good Cause or is subject to a Reduced Benefit Decision
- or the application has been closed.

### **Maintenance Direct**

Cases which have a liability to pay child maintenance and an arrangement is in place between the non-resident parent and parent with care to pay child maintenance direct at the end of the quarter after the CSA has calculated the child maintenance liability.

### **Manual Payment**

Child maintenance payments made off system as they cannot be paid via the administrative child support systems due to technical issues. Other aspects of the case continue to be administered on the Child Support systems.

### **Nil Compliant**

Cases where regular and/or arrears of maintenance have been requested in the quarter but no child maintenance has been received in that quarter.

### **Nil Liability**

Cases which are assessed as not having to pay child maintenance.

### **Nil Liability with Receipts**

Cases which are assessed as not having to pay child maintenance but child maintenance receipts have been received in the quarter. Reasons for this could include timing differences where a non-resident parent has paid maintenance in the last quarter but by the end of the quarter the case has been assessed as not having to pay child maintenance.

### **Non-resident Parent**

The parent who the qualifying child does not normally live with.

## **1993 scheme**

The child maintenance assessment scheme introduced for claims made prior to March 2003. These are administered on either the CS2 or CSCS computer system.

1993 scheme clearances are defined under the following circumstances:

- If a maintenance calculation has been carried out
- an application has been cancelled or withdrawn
- a maintenance calculation has been carried out and nil liability established
- a parent with care has been identified as claiming Good Cause or is subject to a Reduced Benefit Decision
- or the application has been closed.

## **Outstanding Maintenance Direct Tasks**

Cases where a maintenance direct arrangement has been agreed between the non-resident parent and parent with care but this can not be recorded on the CS2 computer system due to technical issues.

## **Parent/Person with Care**

The parent or person who the qualifying child normally lives with and who therefore pays for most of the child's everyday living costs.

## **Positive Liability**

Cases where ongoing maintenance and/or arrears of maintenance is requested (collection schedule in place) or a liability to pay child maintenance exists (ongoing weekly child maintenance assessment amount in place), or a maintenance direct arrangement is in place at the end of the quarter.

## **Positive Outcome**

Cases which are compliant (receiving child maintenance) or have a maintenance direct arrangement in place. These are made up of cases which are compliant, maintenance direct or where the case is nil liability, assessed not charging, cancelled/withdrawn but receipts have been received.

## **Qualifying Child**

The child or children for who child maintenance is payable for on each case.

## **Regular Maintenance**

The child maintenance that is due on an ongoing basis based on the weekly assessed amount due.



**Uncleared cases**

Cases which have not been cleared by one of the clearance types stated above.