



Department  
for Work &  
Pensions

# **Child Support Agency National Statistics**

**Proposed changes to the Child Support Agency  
Quarterly Summary of Statistics for Great  
Britain**

May 2013

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## Child Support Agency National Statistics – Proposed changes to the Child Support Agency Quarterly Summary of Statistics

The Child Support Agency (CSA) Quarterly Summary of Statistics (QSS) has been published in its current format since September 2009. In line with National Statistics good practice, we regularly review the methodologies used within the QSS, and this consultation exercise is now being conducted to review the methodologies and data sources for measures relating to compliance, collections, children benefiting, caseload and outstanding arrears.

The latest CSA QSS is published at <http://statistics.dwp.gov.uk/asd/index.php?page=csa>

The consultation relates only to data published in respect of the 1993 and 2003 schemes administered by the Child Support Agency. We will separately be publishing a publication strategy relating to information on cases administered on the 2012 scheme.

This paper marks the beginning of an eight week consultation period, ending on the 9<sup>th</sup> of July 2013. **The consultation seeks views on changes to existing tables and proposed new tables**, which will incorporate new methodologies and data sources detailed in this paper. Consultation replies will be gathered by the DWP Child Maintenance Group and a response will be released in August 2013.

The contact point for further information and comments is:  
Child Support Agency Statistics Consultation  
Management Information Performance and Reporting Team (for Child Maintenance)  
Department for Work and Pensions  
BP6101  
Benton Park View  
Benton Park Road  
Newcastle Upon Tyne  
NE98 1YX

E-mail: [CSA.QSS@DWP.GSI.GOV.UK](mailto:CSA.QSS@DWP.GSI.GOV.UK)

## **1. Introduction**

The CSA QSS reports performance against a number of areas. These include key performance measures relating to the compliance of cases: maintenance outcomes and the number of children benefiting; as well as measures relating to maintenance collected, outstanding arrears and caseload.

The current methodology for compliance based measures and arrears collected is done by comparing child maintenance receipts received to scheduled regular and arrears charges. There are known issues with the way receipts are allocated to schedules on the computer system. Whilst these issues do not affect the flow of money to customers they do affect the way collections are reported, in particular reported arrears collections within overall collections and arrangements. We are therefore proposing to move to a new methodology which will allow us to compare receipts with accrued liability. Accrued Liability is the amount of maintenance which is required to be collected, regardless of the amount of maintenance requested. Changing the methodology in this way will give a more accurate, accounting based approach to case compliance, where we can track whether an arrears balance increases or decreases, and will reflect more closely the experience of clients.

We have also taken this opportunity to develop the use of 100% CSCS data, rather than the existing 5% sample. This will therefore align all data sources to 100%, thus giving more accurate performance data.

This document outlines the proposed methodological and data source changes, and provides an example outline of potential new tables that we plan to introduce in the June 2013 CSA QSS publication (due to be published in August 2013).

## 2. Methodological Changes

### 2.1 Caseload

#### Current Methodology:

We currently report the following splits of the live and assessed caseload within the QSS:

- Nil liability
- Assessed not charging
- Nil Compliant
- Compliant
- Maintenance Direct
- Others with Receipts

#### New Methodology:

The move to the new methodology allows us to report a far more detailed breakdown of the caseload:

- Cases with a current liability that are:
  - Paying More Than Liability – Debt exists
  - Paying More than Liability – No Debt exists
  - Paying Equal To Liability
  - Paying Less Than Liability
  - Paying Nothing
- Cases which are Maintenance Direct:
  - With Additional payments – No Debt exists
  - With Additional Payments – Debt exists
  - With No Additional Payments
- No Current Liability but Outstanding Arrears
  - Paying
  - Paying Nothing
- No Ongoing Liability but Outstanding Arrears
  - Paying
  - Paying Nothing
- No Liability (either current or ongoing) and No Outstanding Arrears i.e. closed/cancelled withdrawn cases, pre-assessed cases and nil assessed cases.
  - Paying
  - Paying Nothing

A case is defined as having a *current liability* if it is open, has children of qualifying age and has a positive liability i.e. is assessed to pay child maintenance. A case is defined as having no *current liability* if it is open and currently has a nil liability but has at least one child of qualifying age, and therefore could have a positive liability at some point in the future. A case is defined as having no *ongoing liability* if there is no longer a child maintenance interest on the case – i.e. the case has been cancelled/withdrawn, (perhaps because the PWC no longer wishes to pursue the case via the statutory service), or there are no longer any children of qualifying age remaining on the case. It is therefore highly unlikely that this case would have a positive liability at some point in the future.

The existing Live and Assessed caseload will no longer be reported. We will instead have two caseload measures; the 'live' caseload, which will include all the categories listed above with the exception of those with no ongoing liability and no outstanding

arrears who are not paying, and the full Agency caseload, including all categories listed above.

## 2.2 Maintenance Outcomes

### Current Methodology:

Maintenance Outcomes is derived by dividing the number of cases with a 'positive outcome' by the number of cases with a 'positive liability'.

#### *Denominator (positive liability)*

This is made up of:

- a) Maintenance Direct cases i.e. the Non-Resident Parent (NRP) makes payments directly to the Parent with Care (PWC) rather than using the CSA;
- b) Cases with a positive liability i.e. the case has been assessed and does not have a nil-liability;
- c) Cases with a regular or arrears charge;
- d) Any other case where there is no charge but we receive receipts (these are reported as 'others with receipts' in table 5 of the QSS).

#### *Numerator (positive outcome):*

This is made up of:

- a) Maintenance Direct cases
- b) Cases where a payment is received against a schedule, either regular maintenance or arrears;
- c) Any other case where there is no charge but we receive receipts.

### New Methodology:

There is no direct replacement for maintenance outcomes. We plan to introduce two separate measures - Cases contributing towards current liability and Cases contributing towards arrears.

**Cases contributing towards current liability** is derived as follows:

*Denominator:* Maintenance Direct cases and cases with a current liability.

*Numerator:* Maintenance Direct cases and any case with a current liability where a payment is received from the NRP. Cash adjustments are now taken account of within payments, rather than just receipts<sup>1</sup>.

As well as this headline measure we intend to publish the proportion of cases where the full liability is satisfied within the quarter, and to show the split between cases paying via Maintenance Direct and via the CSA's collection service.

**Cases contributing towards arrears** is derived as follows:

*Denominator:* Any case with outstanding arrears, whether they have a current/ongoing liability or not, and any Maintenance Direct case that makes additional payments through the collection service.

*Numerator:* Cases with a current liability that pay more than the liability amount; cases with no current/ongoing liability that have outstanding arrears

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<sup>1</sup> Cash adjustments are where a NRP makes payments direct to the PWC which the CSA are later informed of by the PWC. This information is recorded on the administrative computer systems to ensure that an NRP is not recorded as being in arrears.

and make a payment; and any Maintenance Direct case that makes additional payments through the collection service. Cash adjustments are now taken account of within payments, rather than just receipts<sup>1</sup>.

A case example:

A case is supposed to pay £50 regular maintenance and £500 arrears. The NRP pays £250

- Current methodology (Maintenance Outcomes): Case has a positive liability so is included in denominator and classed as partially compliant in numerator
- New methodology:
  - Cases Contributing Towards Ongoing Liability: Case has current ongoing liability so is included in denominator. A payment is received from the NRP so is included in numerator.
  - Cases Contributing Towards Arrears: Case has outstanding arrears so is included in denominator. Case paying more than the current/ongoing liability so is included in numerator.

The new methodology will regard this case as having paid the full amount of current liability and as paying towards arrears, rather than simply considering it as a positive outcome.

As the case example demonstrates, the split into two separate measures will provide more detail, allowing users of the QSS to see how the CSA is performing in collecting current liability, and in collecting outstanding arrears.

Cash compliance

The CSA historically had a cash compliance measure that was based on schedules. This was suspended as there were problems with the way in which large arrears collections were allocated to schedules, which skewed the figures. The use of liability, rather than schedules, eradicates this problem. It is therefore also proposed to introduce a new cash compliance measure. This will divide the amount of regular maintenance collected in the quarter (i.e. collections up to the value of the liability on a case) by the amount of liability accrued in the quarter. This will allow users to see the proportion of current liability that is being collected.

## **2.3 Children Benefiting**

Current Methodology:

All children on cases with a positive outcome (as defined at 2.2) are counted as children benefiting. This includes a number of children that are over qualifying age<sup>2</sup>, these are mainly on Maintenance Direct cases. A proxy of 1.35 children per case is used for all cases held on the Agency's Clerical Case Database.

New Methodology:

All children of qualifying age on cases contributing to current liability (as defined at 2.2) are counted as children benefiting. Children that are over qualifying age have been removed. A new data feed for cases administered off-system, has provided information on the number of children, and their ages, for some cases. Where this information is not available we have used the number of children where it is held on CS2 or CSCS. If this information is missing a proxy of 1.39 children per case has

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<sup>2</sup> Prior to 10th Dec 2012 children under 19 were eligible to be qualifying children. From the 10th Dec 2012 this was extended to include children aged 19.

been used. This is used in approximately 16% of paying CCD cases with a current liability.

## **2.4 Maintenance Collected and Arranged**

### **2.4.1 Receipts towards arrears (arrears collected)**

#### Current Methodology:

Currently the value of collections that are assigned to an arrears schedule is counted as arrears receipts. There are known problems with this approach, as foot-noted in the QSS. Some payments that are intended to pay off arrears are allocated to missed regular schedules due to the way in which the administrative computer systems work. All maintenance collected on cases that are administered off-system is currently counted as regular maintenance.

#### New Methodology:

Addresses the allocation issues highlighted above as it does not use schedules but looks at the current liability on the case. Payments above the current liability are counted as receipts towards arrears. Cash adjustments are now counted towards receipts. Maintenance collected on cases administered off-system can now be split between arrears and regular maintenance. Additional receipts received into the Collection Service relating to Maintenance Direct cases are now counted as receipts towards arrears.

#### A case example:

A case has a liability of £100 per month, and there have been no payments received for 5 months and no arrears schedule set up. The NRP pays a £500 lump sum.

- Current methodology: System allocates £100 to current month schedule and £400 to missed regular schedules. All money is counted as regular maintenance received, as no money is allocated to an arrears schedule.
- New methodology: Does not use schedules but looks at the liability on the case. Therefore £100 is recorded against current month liability and £400 is recorded as being greater than liability, and therefore contribution to arrears.

### **2.4.2 Receipts towards liability (regular maintenance collected)**

#### Current Methodology:

The current value of receipts is derived by using the total collections figure from BMSR, the Agency's financial transaction recording system, and subtracting arrears collections (as defined above).

#### New Methodology:

The value of receipts received up to the value of the current liability. Cash adjustments are now counted towards receipts. Data feeds from the Agency's administrative systems are now used, rather than BMSR. More detail on this is provided in section 3.2.

### **2.4.3 Maintenance Arranged (on Maintenance Direct Cases)**

#### Current Methodology:

Maintenance arranged is calculated by using the assessment that the Agency has made on *all* Maintenance Direct cases i.e. it is the amount of money that the Agency

has recommended that the NRP pay to the PWC at the time the assessment was carried out. Assessments are calculated on a weekly basis, the assessment in place at the end of the reporting month is used to estimate a monthly figure.

*New Methodology:*

Arrangements on cases where there are no children of qualifying age have now been removed. Apart from this change the methodology remains the same.

## **2.5 Outstanding Maintenance Arrears**

There are no methodological changes to the way that outstanding arrears have been calculated. However the data sources used have changed, detail of which is provided in section 3.2.

### **3. Data source changes**

#### **3.1 CSCS**

##### Current Data Sources:

A number of different data sources are currently used to report performance of cases managed on the CSCS computer system.

- 5% sample – Caseload information, maintenance outcomes, children benefiting, and arrears collected. This sample represents 5% of cases on the CSCS computer system received at each month end. All figures derived from CSCS data are rated up by a factor of 20 to represent the caseload.
- Business Management System Relational (BMSR) – Total maintenance collected and total outstanding arrears. BMSR is the Agency's financial transaction recording system that records all receipts received and outstanding arrears balances for the Agency (also referred to as the General Ledger). The data is 100% data and includes collections of maintenance received off system.
- CSCS arrears data (Agency Debt Book) – Breakdowns of total outstanding arrears e.g. arrears distribution and regional breakdowns. This is 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 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 BMSR system.

##### New Data Source:

The new methodology detailed in section 2 has been developed using 100% CSCS data for all measures (the CSCS arrears data described above), improving the coverage of the data. BMSR data is no longer used, with all data coming from 100% downloads on the CSCS computer system. This will improve the consistency of reporting within the QSS.

#### **3.2 Collections and arrears**

##### Current Data Sources:

The current data source for information relating to the total amount of money collected and the headline amount of outstanding arrears is BMSR (see above). Measures relating to compliance, the amount of money arranged, and the amount of arrears collected are sourced from data downloads taken from the CSA administrative systems. Detailed breakdowns on outstanding arrears use the Agency Debt Book (see above). Currently this does not accurately take account of cases administered off-system, with information that is held on CS2 being used rather than the current information on the Clerical Case Database, this results in information from the Debt Book being overstated by around 4% at a headline level.

##### New Data Source:

The new methodology detailed in section 2 has been developed using the administrative system data downloads for all information relating to money collected or outstanding arrears, aligning the data sources within the QSS and hence improving consistency. Off-system cases are now accurately taken account of for information on detailed breakdowns on outstanding arrears, improving accuracy and aligning headline performance figures with detailed breakdowns. A reconciliation exercise has been carried out between the BMSR data and the administrative system

data to ensure that they are aligned where appropriate, and where there are differences these are fully understood and explainable.

### **3.3 Off System Cases**

#### Current Data Source:

The first feed following month end is matched against the CS2 data feed. Many cases on the CCD also exist on the CS2 computer system but have been progressed further on the CCD. 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.

#### New Data Source:

A new data download from the CCD has been used to develop the new methodology detailed in section 2. This is received at the end of each month, aligning with CS2 and CSCS data downloads. The download includes more detailed case level information on receipts from the NRP, and has allowed us to align methodologies across the CCD, CSCS and CS2 systems. The exception to this is that it has not been possible to take account of cash adjustments for cases administered on the CCD.

## 4. Impact on Reporting

As well as reporting against key performance measures using the new methodology, we are also introducing a number of new tables which will provide users with more detailed breakdowns around the average liability of cases, the number of qualifying children, cumulative liabilities and credits, and outstanding arrears. Much of this new information will be split between Collection Service and Maintenance Direct cases, to show how case characteristics differ between these types of cases. As well as providing users of the QSS with useful information this will also support monitoring of the Agency's arrears strategy, published at <https://www.gov.uk/government/publications/preparing-for-the-future-tackling-the-past-child-maintenance-arrears-and-compliance-strategy-2012-to-2017> .

One of the general impacts on reporting is that data to support the new methodology is only available from July 2011 onwards. Where possible information will be published showing clearly where there is a step change in methodology. If this is not possible i.e. the measure is on a completely different basis, the time series will begin at July 2011. If a series of historical trend information is not possible information will be presented on a monthly basis, rather than quarterly, to allow users to make the best possible comparisons over time. Historic information for current key performance measures will be retained in an Annex.

The latest version of the QSS is published at <http://statistics.dwp.gov.uk/asd/index.php?page=csa> . Table 1, below, sets out the tables and graphs that will be unaffected by the introduction of the new methodology and data sources. Table 2 sets out the impact on existing tables and graphs, and table 3 provides information on new proposed tables. Annex A provides examples of new tables and tables where the information reported will change in format (tables where the data source has changed but the information presented will be the same have not been included).

**We ask for comments on the new tables and changes to existing ones.**

**Table 1: Tables and Graphs That Are Unaffected**

<b>Table/Graph</b>	<b>Page Number in Current QSS</b>
Graph 1: 2003 Scheme Intake/Clearances	17
Table 3: Intake/Clearances and Uncleared Work	18
Graph 2: Time to Clear Applications	20
Table 4: Time to Clear Applications	21
Table 11: Appeals	36
Graph 6: Telephony Performance	37
Annex A: Initial Clearance Types	38
Annex A: Reasons for Case Closure Following Calculation	45

**Table 2: Impact on Affected Existing Tables and Graphs (Continued on next page)**

<b>Table/Graph</b>	<b>Page Number in Current QSS</b>	<b>Methodological Change</b> <small>Numbers relate to the relevant methodological change detailed in section 2</small>	<b>Data Source Change</b> <small>Numbers relate to the relevant data source change detailed in section 3</small>	<b>New/Additional Information Presented</b>	<b>Table in Annex A</b>
Summary of Key Measures	13	2.2, 2.3, 2.4	3.1, 3.2, 3.3	Maintenance Outcomes, Positive Outcomes and Positive Liabilities will be replaced with the percentage of cases contributing to a current liability; the number of cases with a current liability and the number of cases contributing to current liability.	Table A
Table 1: Quarterly Caseload by Scheme: Live and Assessed Cases	14	2.1	3.1, 3.3	The current table will be retained in an annex to provide historical caseload information.  A new table will present the full and the live caseload.	Table B
Table 2: Clerical Case Database	16	N/A	3.3	N/A	N/A
Table 5: Caseload Status	22	2.1	3.1, 3.3	Current table will be replaced with a table showing detailed caseload breakdowns as described in section 2.1.	Table C
Graph 3: Cases/Children Benefiting from Maintenance  Table 6: Cases/Children Benefiting from Maintenance	24  25	2.2, 2.3	3.1, 3.3	The current table will be retained in an annex to provide historical information on compliance.  A new table will be included presenting information on cases contributing to current liability as defined in section 2.2, and children benefiting using the new methodology as defined in section 2.3.	Table D
Table 7: Annual Cases/Children	27	2.2, 2.3	3.1, 3.3	Methodology on an annual basis is still	N/A

Benefiting from Maintenance				being developed. This table will be removed and we will look to include annual information in the future.	
Graph 4: Maintenance Collected and Arranged	29	2.4	3.1, 3.2	N/A	N/A
Table 8: Maintenance Collected and Arranged: Quarterly Measure	30				
Graph 5: Outstanding Maintenance Arrears	32	N/A	3.2	The graph will be removed and replaced with a table providing information on outstanding arrears split by scheme. Information on amount of arrears outstanding, as well as the number of cases with outstanding arrears will be presented.	Table K
Table 9: Arrears Distribution	33	N/A	3.2	N/A	N/A
Table 10: Enforcement	34	2.1, 2.2, 2.4	3.1, 3.3	Figures on Deduction from Earnings Orders/Requests will be affected by the change in caseload and the way in which compliance is measured. They will also be impacted by the move to 100% CSCS data.	N/A
Annex A: 2003 Scheme Live and Assessed Caseload Status	40	See Table 5: Caseload Status			N/A
Annex A: 1993 Live and Assessed Caseload Status	41				N/A
Annex A: 2003 Scheme Cases/Children Benefiting from Maintenance	42	See Table 6: Cases/Children Benefiting from Maintenance			N/A
Annex A: 1993 Scheme Cases/Children Benefiting from Maintenance	43				N/A

**Table 3: New Proposed Tables**

<b>Table</b>	<b>Rationale For Inclusion</b>	<b>Table in Annex A</b>
Percentage of Liability Paid in Quarter	The current QSS provides information on whether a case is paying or not, and does not detail how much of the maintenance owed is being paid. This table will show what proportion of the maintenance owed is paid within the quarter.	Table E
Caseload by Weekly Liability Value	The current QSS provides information on the average weekly liability at headline level, including and excluding nil liabilities (pg 22). The new table will provide additional information on the number and percentage of cases within relevant liability bands, and will be split to show Collection Service and Maintenance Direct cases. This will provide users with much more detailed information on the value of liabilities.	Table F
Caseload by Number of Qualifying Children	This table will provide information on the number of qualifying children by average weekly liability, showing how liabilities vary by the number of children on the case. This information will again be split by Collection Service and Maintenance Direct cases.	Table G
Collections Versus Liability	This table will show 'cash compliance', detailed in section 2.2. This will compare liability accrued with maintenance received. This will supplement the case compliance measures of cases contributing to current liability and cases contributing towards arrears. This will allow users to see how the Agency is performing in collecting maintenance within the quarter it is due.	Table H
Cumulative Liability and Credits	This table will present a 'balance sheet' view of Outstanding Arrears, showing how liabilities and credits balance against each other to give the outstanding arrears value.	Table I
Cases Contributing Towards Arrears	This will supplement the cases contributing to current liability measures, allowing users to see how the Agency is performing in collecting its outstanding arrears, as well as collecting its regular maintenance.	Table J
Outstanding Arrears by Weekly Liability – Number of cases	These tables will compare the value of outstanding arrears with the current liability on the case. This will provide users with more detail around how arrears are distributed in terms of caseload and value.	Table L
Outstanding Arrears by Weekly Liability – Value of Arrears		Table M

Cases with Outstanding Arrears – By value of arrears and date NRP last paid	This table will look at the value of outstanding arrears and when a payment was last made by the NRP. This will allow users to see how likely arrears is to be collected as time progresses.	Table N
Age of Arrears for CS2	This table will break total outstanding arrears on CS2 into age bands to allow users to see the age of arrears held on the system. It is not possible to provide this information for cases on CSCS and CCD.	Table O
Arrears Segmentation	This table will 'segment' the total outstanding arrears into various pots linked to the Agency's Arrears Strategy. This will indicate those cases where collection of arrears is a priority for the Agency.	Table P
Annex A	Scheme breakdowns for relevant headline measures will be included in Annex A.	N/A

## **5. Conclusion**

The changes to methodology and data sources will allow us to improve accuracy, coverage and consistency of data, report more detail on liabilities and arrears, improve accuracy on the number of children benefiting, and look at the compliance of cases in a more meaningful way.

These proposals present large changes to the information presented within the CSA Quarterly Summary of Statistics, and through this consultation we seek the views of users on whether these proposals meet their needs.

**Annex A – Proposed New/Amended Tables**

**Table A:**

<b>Key Measures</b>			
	<b>March 2012</b>	<b>March 2013</b>	<b>13/14 Indicator</b>
<b>Contribution towards current liability at the quarter end (%)</b>			
<b>- Number of cases contributing towards current liability</b>			
<b>- Number of cases with a current liability</b>			
<b>Number of Children Benefiting at quarter end</b>			
<b>Maintenance Collected and Arranged (12 month rolling)</b>			
<b>Throughput</b>			
6 weeks (xx intake)			
12 weeks (xx intake)			
18 weeks (xxx intake)			

**Table B:**  
**Caseload by Scheme**

Month ending:	Live caseload	2003 Scheme	1993 Scheme	Cases with No Liability and No Arrears Not Paying	Total Caseload
Jul-11					
Aug-11					
Sep-11					
Oct-11					
Nov-11					
Dec-11					
Jan-12					
Feb-12					
Mar-12					
Apr-12					
May-12					
Jun-12					
Jul-12					
Aug-12					
Sep-12					
Oct-12					
Nov-12					
Dec-12					
Jan-13					
Feb-13					
Mar-13					

Historical quarterly caseload information will be retained in an Annex to the QSS

**Table C: Caseload**

Month ending:	Total Caseload	Live Caseload	Current Liability					Maintenance Direct			No current or ongoing liability/outstanding debt		No liability/no arrears	
			Paying more than liability - No Debt Exists	Paying more than liability - Debt Exists	Paying equal to liability	Paying less than liability	Paying Nothing	With additional payments - No Debt Exists	With additional payments - Debt Exists	With no additional payments	Paying	Paying nothing	Paying	Paying nothing
Jul-11														
Aug-11														
Sep-11														
Oct-11														
Nov-11														
Dec-11														
Jan-12														
Feb-12														
Mar-12														
Apr-12														
May-12														
Jun-12														
Jul-12														
Aug-12														
Sep-12														
Oct-12														
Nov-12														
Dec-12														
Jan-13														
Feb-13														
Mar-13														

**Table D:**

**Cases contributing towards current liability**

Month Ending:	Cases With Current Liability	Cases With Contribution Towards Current Liability	of which		% With Contribution Towards Current Liability	Full Liability Satisfied in Quarter	% With Full Liability Satisfied in Quarter	Children Benefiting From Maintenance
			Contribution Towards Current Liability via Collection Service	Contribution Towards Current Liability via Maintenance Direct				
Jul-11								
Aug-11								
Sep-11								
Oct-11								
Nov-11								
Dec-11								
Jan-12								
Feb-12								
Mar-12								
Apr-12								
May-12								
Jun-12								
Jul-12								
Aug-12								
Sep-12								
Oct-12								
Nov-12								
Dec-12								
Jan-13								
Feb-13								
Mar-13								

Historical information on Maintenance Outcomes and Children Benefiting will be retained in an Annex to the QSS.

**Table E: Percentage of Liability Paid in Quarter**

Month Ending:	Cases With Current Liability	Percentage of Liability Paid in Quarter										
		0%	Less than 10%	10% to 19.9%	20% to 29.9%	30% to 39.9%	40% to 49.9%	50% to 59.9%	60% to 69.9%	70% to 79.9%	80% to 89.9%	90% to 100%
Jul-11												
Aug-11												
Sep-11												
Oct-11												
Nov-11												
Dec-11												
Jan-12												
Feb-12												
Mar-12												
Apr-12												
May-12												
Jun-12												
Jul-12												
Aug-12												
Sep-12												
Oct-12												
Nov-12												
Dec-12												
Jan-13												
Feb-13												
Mar-13												

**Table F:**  
**Caseload by Weekly Liability Value**

Weekly Liability Value £	Collection Service		Maintenance Direct		Total	
	Number of cases	%	Number of cases	%	Number of cases	%
Nil Liability						
Under 5						
5.01 - 25.00						
25.01 - 50.00						
50.01 - 100.00						
100.01 - 150.00						
Over 150.01						
<b>Total</b>						

**Table G:**  
**Caseload by number of qualifying children**

Number of Qualifying Children	Collection Service		Maintenance Direct		Total	
	Number of cases	Average weekly liability	Number of cases	Average weekly liability	Number of cases	Average weekly liability
0						
1						
2						
3						
4						
5						
6						
7						
8+						

**Table H:**  
**Collections versus Liability**

Month ending:	Liability Accrued in the Quarter (£m)	Regular Maintenance Collected in Quarter (£m)	%
Sep-11			
Oct-11			
Nov-11			
Dec-11			
Jan-12			
Feb-12			
Mar-12			
Apr-12			
May-12			
Jun-12			
Jul-12			
Aug-12			
Sep-12			
Oct-12			
Nov-12			
Dec-12			
Jan-13			
Feb-13			
Mar-13			

**Table I:****Cumulative liability and credits**

Month Ending	Total Liabilities (£ 000)	Total Credits (£ 000)	Total Liabilities as % of Total Credits	Cumulative		Closing Balance (£ 000)	Total Credits as a % of Cumulative Total Liabilities
				Cumulative Total Liabilities (£ 000)	Cumulative Credits (£ 000)		
Jul-11							
Aug-11							
Sep-11							
Oct-11							
Nov-11							
Dec-11							
Jan-12							
Feb-12							
Mar-12							
Apr-12							
May-12							
Jun-12							
Jul-12							
Aug-12							
Sep-12							
Oct-12							
Nov-12							
Dec-12							
Jan-13							
Feb-13							
Mar-13							

**Table J:**  
**Cases Contributing Towards Arrears**

Overall Agency Cases - in which:				
Month Ending:	Number of Cases with an Arrears Liability	Paying Towards Arrears	Not Paying Towards Arrears	% Paying Towards Arrears
Jul-11				
Aug-11				
Sep-11				
Oct-11				
Nov-11				
Dec-11				
Jan-12				
Feb-12				
Mar-12				
Apr-12				
May-12				
Jun-12				
Jul-12				
Aug-12				
Sep-12				
Oct-12				
Nov-12				
Dec-12				
Jan-13				
Feb-13				
Mar-13				

**Table K:****Outstanding Maintenance Arrears**

Month ending:	1993 Scheme		2003 Scheme		Closing Balance (£000)
	Amount of Arrears (£000)	Cases with arrears (000)	Amount of Arrears (£000)	Cases with arrears (000)	
Jul-11					
Aug-11					
Sep-11					
Oct-11					
Nov-11					
Dec-11					
Jan-12					
Feb-12					
Mar-12					
Apr-12					
May-12					
Jun-12					
Jul-12					
Aug-12					
Sep-12					
Oct-12					
Nov-12					
Dec-12					
Jan-13					
Feb-13					
Mar-13					

**Table L:**

**Outstanding Arrears by Weekly Liability - Number of Cases**

Caseload																		
Weekly Liability (£)	Under £100	%	£100 - £499.99	%	£500 - £999.99	%	£1,000 - £4,999.99	%	£5,000 - £9,999.99	%	£10,000 - £19,999.99	%	£20,000 - £49,999.99	%	£50,000 and over	%	Total	%
Nil Liability																		
Under 5																		
5.01 - 25.00																		
25.01 - 50.00																		
50.01 - 100.00																		
100.01 - 150.00																		
Over 150.01																		
Total																		

**Table M:**

**Outstanding Arrears by Weekly Liability - Value of Arrears**

Weekly Liability (£)	Value of Arrears																	
	Under £100	%	£100 - £499.99	%	£500 - £999.99	%	£1,000 - £4,999.99	%	£5,000 - £9,999.99	%	£10,000 - £19,999.99	%	£20,000 - £49,999.99	%	£50,000 and over	%	Total	%
Nil Liability																		
Under 5																		
5.01 - 25.00																		
25.01 - 50.00																		
50.01 - 100.00																		
100.01 - 150.00																		
Over 150.01																		
Total																		

**Table N:**

Cases with Outstanding Arrears – By value of arrears and date NRP last paid

		Arrears Banding							Total
		£0.00 to £100	£100.01 to £500	£500.01 to £1,000	£1,000.01 to £5,000	£5,000.01 to £10,000	£10,000.01 to £20,000	£20,000.01 to £50,000	
Number of cases	Last paid quarter to Mar 13								
	Last paid quarter to Dec 12								
	Last paid quarter to Sep 12								
	Last paid quarter to Jun 12								
	Last paid quarter to Mar 12								
	Last paid quarter to Dec 11								
	Last paid quarter to Sep 11								
	Never paid								
Total Cases									

**Table O:**  
**Age of arrears for CS2**

Age Band	(£ '000's)	%
Migrated Debt		
Total debt aged 0-3 months		
Total debt aged 3-6 months		
Total debt aged 6-12 months		
Total debt aged 12-24 months		
Total debt aged over 24 months		
<b>Total</b>		

**Table P:**

Quarter:	Total Arrears	Uncollectable	Secretary of State	PWC Arrears Only, no money flowing	Priority Cases		
					PWC Arrears Only, money flowing	Live PWC, money flowing	Live PWC, no money flowing
Jun-12							
Sep-12							
Dec-12							