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# **Child Support Agency National Statistics**

**March 2012**

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# General Notes

## Table Conventions

- . = "not applicable"
- .. = "not available"
- = less than the rounding threshold. In tables rounded to the nearest 100, this represents a figure of less than 50. In tables rounded to the nearest 5, this represents a figure of less than 5.

Caseload figures are rounded to the nearest 100.

Enforcement figures are rounded to the nearest 5.

Appeals figures are rounded to the nearest 5.

Collections figures are rounded to the nearest £0.1m

Outstanding arrears figures are rounded to the nearest £1m.

## Data

A component of the old scheme numbers is taken from a 5% sample of cases on the old CSCS computer system. The old scheme figures and the overall totals are therefore subject to a degree of sampling variation. This sampling variation is greater in proportional terms when the number estimated is small. The only exception to this is arrears distribution where 100% CSCS data is used.

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

Clerical Case Database is a 100% download of all cases administered off system. These cases are defined as cases which, due to technical issues, cannot be processed on the computer system or are cases with a manual payment. Cases with a manual payment are those that are processed on the computer system but payments to the parent with care have to be made manually.

Accuracy figures are based on checking a sample of cases that have had a new assessment carried out. In 2011/12 for cases administered on the CS2 system, this represented a sample of approximately 1.66% of the total population.

## Note about sampling error

Because some of the data in these tables are derived from a 5% sample the numbers, which appear in the tables, are only estimates of the true values. The people included in the sample are 5% of the population of claimants.

Although the figures are estimates, it is possible to say with confidence that the true value, corresponding to any particular number in the tables, lies within a certain range - the confidence interval.

The following table gives the 95% confidence intervals for the true value in the population, based on the estimated value from the 5% sample. For example, if a figure of 600 appears in a table, then, given that this is derived from a 5% sample (ie there were 30 cases in the sample), one can say that there is a 95% chance that there are in fact between 409 and

851 cases in the population. Confidence intervals for larger estimated values are given below and expressed as estimated value plus or minus half the width of the interval.

Estimated value in table	95% confidence interval
0	0 to 58
20	1 to 110
40	5 to 143
60	13 to 173
80	22 to 202
100	33 to 230
200	98 to 364
300	170 to 490
400	248 to 612
500	328 to 730
600	409 to 851

Estimated value in table	95% confidence interval	Confidence interval as % of the estimate
700	+/-226	+/-32%
800	+/-242	+/-30%
900	+/-256	+/-28%
1,000	+/-270	+/-27%
2,000	+/-382	+/-19%
3,000	+/-468	+/-16%
4,000	+/-540	+/-14%
5,000	+/-604	+/-12%
6,000	+/-662	+/-11%
7,000	+/-715	+/-10%
8,000	+/-764	+/-10%
9,000	+/-811	+/-9%
10,000	+/-854	+/-9%
20,000	+/-1,208	+/-6%
30,000	+/-1,480	+/-5%
40,000	+/-1,709	+/-4%
50,000	+/-1,910	+/-4%
100,000	+/-2,702	+/-3%
200,000	+/-3,821	+/-2%
300,000	+/-4,679	+/-2%
400,000	+/-5,403	+/-1%
500,000	+/-6,041	+/-1%
600,000	+/-6,618	+/-1%
700,000	+/-7,148	+/-1%
800,000	+/-7,641	+/-1%
900,000	+/-8,105	+/-1%
1,000,000	+/-8,543	+/-1%

## **Changes in this QSS**

There are no changes in this QSS.

Last quarter it was announced that we intended to publish additional tables and breakdowns to increase understanding of the CSA's collections and arrears. Work is ongoing to develop and finalise proposals and additional data will be published when it is considered appropriate to do so.

## **Contact**

Statistician: Alexis Marlborough

Telephone: 0191 2168316

Email: [ALEXIS.MARLBOROUGH@CHILDMAINTENANCE.GSI.GOV.UK](mailto:ALEXIS.MARLBOROUGH@CHILDMAINTENANCE.GSI.GOV.UK)

## Overview

This National Statistics publication is released on the 25 April 2012 according to arrangements approved by the UK Statistics Authority.

The Child Maintenance and Enforcement Commission, established as a non-departmental public body under the Child Maintenance and Other Payments Act 2008, is responsible for the child maintenance system in Great Britain.

Its main statutory objective is to:

- Maximise the number of those children who live apart from one or both of their parents for whom effective maintenance arrangements are in place.

Its main objective is supported by the following subsidiary objectives:

- To encourage and support the making and keeping by parents of appropriate voluntary maintenance arrangements for their children;
- To support the making of applications for child support maintenance under the Child Support Act 1991 (c. 48) and to secure compliance when appropriate with parental obligations under that Act.

This latter objective is carried out by the Child Support Agency (CSA). The Commission assumed responsibility for the CSA from the Department for Work and Pensions (DWP) on 1 November 2008. On 14 October 2010 the Government announced as part of the Public Bodies Reform that the Child Maintenance and Enforcement Commission would become an executive agency of DWP.

This publication, produced in conjunction with DWP Information, Governance and Security Directorate, contains the most up-to-date tables and breakdowns on the CSA's two existing statutory child maintenance schemes. These are cases operating under Current Scheme rules on the CS2 computer system and those operating under Old Scheme rules on both the CS2 and CSCS computer systems. A number of cases covering both schemes are also being administered off system.

The data covers the period both before and after the Commission assumed responsibility for the CSA on 1<sup>st</sup> November 2008. The data also covers the period both before and after the removal of the compulsion on parents with care who are claiming benefits to use the CSA to collect or arrange maintenance payments. The change, which came into force on October 27 2008, affects around 400,000 CSA clients who can now choose to make private maintenance arrangements with the non-resident parent. Summary of Statistics prior to December 2008 can be found on the DWP site.

Read the [Child Support Agency Quarterly Summary Statistics first release](#).

More details on Commission policy statements including quality guidelines can be found at:

<http://www.childmaintenance.org/en/publications/policy-statements.html>

## Key facts at March 2012

- The Agency was dealing with **1,128,400** cases of which **818,000** cases were operating under Current Scheme rules and **310,400** cases under Old Scheme rules.
- **695,800** cases were paying maintenance out of **872,900** cases with a child maintenance liability. This represents a maintenance outcome rate of **79.7%**. This is an increase from 78.0% at December 2011.
- **899,700** children were benefiting from maintenance. This is up from 882,600 in December 2011.
- Maintenance of **£300.7m** was collected or arranged by the CSA in the quarter to March 2012. This is up from £296.9m collected and arranged in the previous quarter.
- **£1,186.6m** maintenance was collected or arranged in the 12 months to March 2012 of which **£118.5m** was arrears. This is up from £1,180.1m in the 12 months to December 2011 of which £121.1m was arrears.
- **89.6%** of cases received in December 2011 were cleared within 12 weeks.
- **13,700** applications remain uncleared.
- In **95.2%** of assessed cases, the non-resident parent is male.
- In **46.1%** of assessed cases the non-resident parent is not employed, **45.6%** are employed and **8.3%** self employed.
- Non-resident parents owed a total of **£3.799bn** in March 2012.<sup>1</sup>
- The Commission employed **7,900** full time equivalent staff. Net administration costs in 2010/11 for the delivery of the statutory maintenance schemes were **£450.1m**.<sup>2</sup>
- **7.9** days were lost due to sickness per full time equivalent in the 12 months to March 2012.
- **5,700** complaints were received in the quarter March 2012 while **4,100** complaints were closed. There were **1,100** complaints with outstanding actions as at March 2012. This compares with 5,600 complaints received in the previous quarter, 4,300 closed and 1,100 with outstanding actions.
- Of the complaints received this quarter **48%** were received from a non-resident parent and **50%** from a parent with care.
- **99.5%** of complaints in the 12 months to March 12 were resolved or had a resolution plan in place within 15 days.
- In the quarter to March 2012, **1,530** appeals were received and **1,775** appeals were either withdrawn, had a decision revised or referred to The Tribunal Service, leaving **1,165** appeals outstanding.

- In the 12 months to March 2012, it took on average, **8.7** weeks to clear appeals through the first stage of the appeals process and **4.2** days for the Agency to revise maintenance calculations following a decision from The Tribunal Service.
- **645** appeals were received in the quarter to March 2012 from clients who had been through the Agency dispute process.
- **3,846,000** telephone calls were answered in the 12 months to March 2012, with the calls answered from the queue in an average of **12** seconds.
- At the end of March 2012, rolling 12 month performance on accuracy to within £1 or 2% of the correct calculation stood at **95.4%**.<sup>3</sup>
- At the end of March 2012, rolling 12 month performance on accuracy showed that assessments were **98.3%** accurate.<sup>3</sup>

<sup>1</sup>. Arrears figure has been revised following adjustments in the 2008/09 and 2009/10 accounts which have been audited by NAO and published. Arrears figures for 2010/11 onwards have also been adjusted but these are yet to be approved and audited.

<sup>2</sup>. Net administration costs for 2011/12 have not yet been published.

<sup>3</sup>. Accuracy figures are derived by checking a sample of cases on which new assessments have been carried out.

## Summary of Key Measures

The table below reflects the performance of cases managed off system and cases managed on the core systems.

Key Measures						
	March 2007	March 2008	March 2009	March 2010	March 2011	March 2012
<b>Uncleared applications</b>	184,500	121,900	43,600	18,300	14,600	13,700
<b>Maintenance Outcomes %</b> of cases with a current liability receiving maintenance in the Quarter	64.8%	66.8%	70.6%	77.1%	77.6%	79.7%
<b>Positive Outcomes</b> Cases with a positive maintenance outcome	504,400	561,400	593,500	647,700	668,600	695,800
<b>Positive Liabilities</b> Cases in which maintenance due	778,200	840,100	841,000	840,000	861,700	872,900
<b>Number of children benefiting at quarter end</b>	683,300	749,300	780,500	845,700	867,800	899,700
<b>Maintenance collected or arranged</b> (12 month rolling figure)	£898.2m (of which £90.6m arrears)	£1,010.0m (of which £126.4m arrears)	£1,131.7m (of which £158.1m arrears)	£1,141.0m (of which £147.3m arrears)	£1,150.2m (of which £125.1m arrears)	£1,186.6m (of which £118.5m arrears)
<b>Throughput</b>						
12 weeks (Dec intake)	61.4%	76.8%	81.4%	86.2%	88.1%	89.6%
18 weeks (Oct intake)	64.4%	83.3%	81.4%	92.5%	92.9%	94.4%
26 weeks (Sep intake)	78.8%	88.8%	90.2%	95.3%	96.4%	98.2%

### Notes:

- Measures are against the statutory maintenance service only.
- High level figures including performance of cases managed off system are only available from October 2006. Detailed breakdowns of the cases managed off system by scheme are only available from April 2008. Therefore detailed figures in the rest of this publication may differ from overall Agency figures in this table.
- Performance of cases with manual payments are only available from March 2009.
- Current Scheme uncleared application figures are subject to revision in future publications. Future revisions will reflect any new information which is received after the production of this table.
- Maintenance collected figures are subject to revision following the laying of the Client Fund accounts.
- Arrears collected figures include arrears of maintenance that have been linked to an arrears collection schedule. Investigations show that a proportion of arrears of maintenance collected have been incorrectly linked to a regular collection schedule and therefore classified as regular maintenance in the above table. Work is underway to correctly classify arrears collections in future publications.
- In addition, collections on all cases managed off system are presumed to be regular collections rather than collections of arrears resulting in the potential under counting of arrears.
- Collections figures from 10/11 and 11/12 have yet to be audited and finalised.

## Caseload

This shows the number of cases currently being handled by the Agency and the division of these between the Old and Current Scheme.

- The number of live and assessed cases that the Agency handles has decreased to **1,128,400** in the quarter to March 2012 compared to 1,140,500 in the quarter to December 2011. Over the same period, Old Scheme cases have decreased from 331,800 to **310,400** and Current Scheme cases have increased from 808,700 to **818,000**.

**Table 1: Quarterly Caseload by Scheme: Live and Assessed Cases**

Quarter ending:	Overall Agency	Current Scheme	Old Scheme
Mar-03	995,100	100	995,000
Jun-03	992,400	7,100	985,400
Sep-03	999,700	34,100	965,600
Dec-03	1,000,700	65,200	935,400
Mar-04	1,007,600	97,400	910,200
Jun-04	1,016,900	123,500	893,500
Sep-04	1,027,200	146,600	880,600
Dec-04	1,037,900	169,600	868,300
Mar-05	1,054,200	198,600	855,500
Jun-05	1,074,100	229,100	845,000
Sep-05	1,091,400	260,300	831,100
Dec-05	1,110,100	293,700	816,400
Mar-06	1,133,400	333,000	800,400
Jun-06	1,152,900	364,700	788,200
Sep-06	1,168,100	392,500	775,600
Dec-06	1,166,300	418,700	747,600
Mar-07	1,181,000	460,700	720,300
Jun-07	1,205,200	497,600	707,600
Sep-07	1,224,600	529,900	694,700
Dec-07	1,226,400	556,700	669,700
Mar-08	1,237,100	585,200	651,800
Jun-08	1,263,600	631,500	632,100
Sep-08	1,265,200	645,000	620,200
Dec-08	1,263,500	656,200	607,300
Mar-09	1,245,000	666,100	578,800
Jun-09	1,234,400	674,000	560,400
Sep-09	1,219,100	680,400	538,700
Dec-09	1,213,100	691,200	521,900
Mar-10	1,150,800	707,400	443,300
Jun-10	1,150,800	721,300	429,500
Sep-10	1,153,900	738,300	415,600
Dec-10	1,152,200	753,400	398,800
Mar-11	1,145,700	769,200	376,500
Jun-11	1,143,400	781,500	362,000
Sep-11	1,142,600	795,000	347,600
Dec-11	1,140,500	808,700	331,800
Mar-12	1,128,400	818,000	310,400

Notes:

- Figures from April 2008 reflect the performance of cases managed off system.
- Figures include Old Scheme cases with a full or interim maintenance assessment as well as Current Scheme cases with a full maintenance calculation or default maintenance decision.
- A drop in the caseload can be seen from January 2010 which can be attributed to the removal of suspended cases on the CSCS computer system.

4. Live and assessed caseload includes open cases with an ongoing child maintenance liability, cases which have been assessed as nil liability and cases where arrears of maintenance have been requested.

## Clerical Case Database

*This shows the number of cases from the current computer system being managed off system.*

A number of Agency cases are being maintained on a Clerical Case Database and managed off system. These are defined as cases which, due to technical issues, cannot be processed on the computer system. The majority of these have been on the CS2 computer system at some point. Work has been completed to include these cases in various tables throughout this publication where possible capturing the latest status of those cases managed off system. These tables have been footnoted accordingly.

- The number of cases being managed off system has increased from 103,000 in December 2011 to **104,100** in March 2012.

**Table 2: Clerical Case Database**

Quarter Ending:	Off System cases
Mar-05	10,500
Jun-05	12,600
Sep-05	14,000
Dec-05	16,100
Mar-06	19,000
Jun-06	21,100
Sep-06	23,200
Dec-06	25,100
Mar-07	27,700
Jun-07	31,900
Sep-07	33,000
Dec-07	33,000
Mar-08	36,900
Jun-08	39,300
Sep-08	43,600
Dec-08	48,800
Mar-09	59,800
Jun-09	66,100
Sep-09	75,400
Dec-09	83,300
Mar-10	87,700
Jun-10	92,100
Sep-10	95,700
Dec-10	98,400
Mar-11	100,200
Jun-11	101,500
Sep-11	101,800
Dec-11	103,000
Mar-12	104,100

Notes:

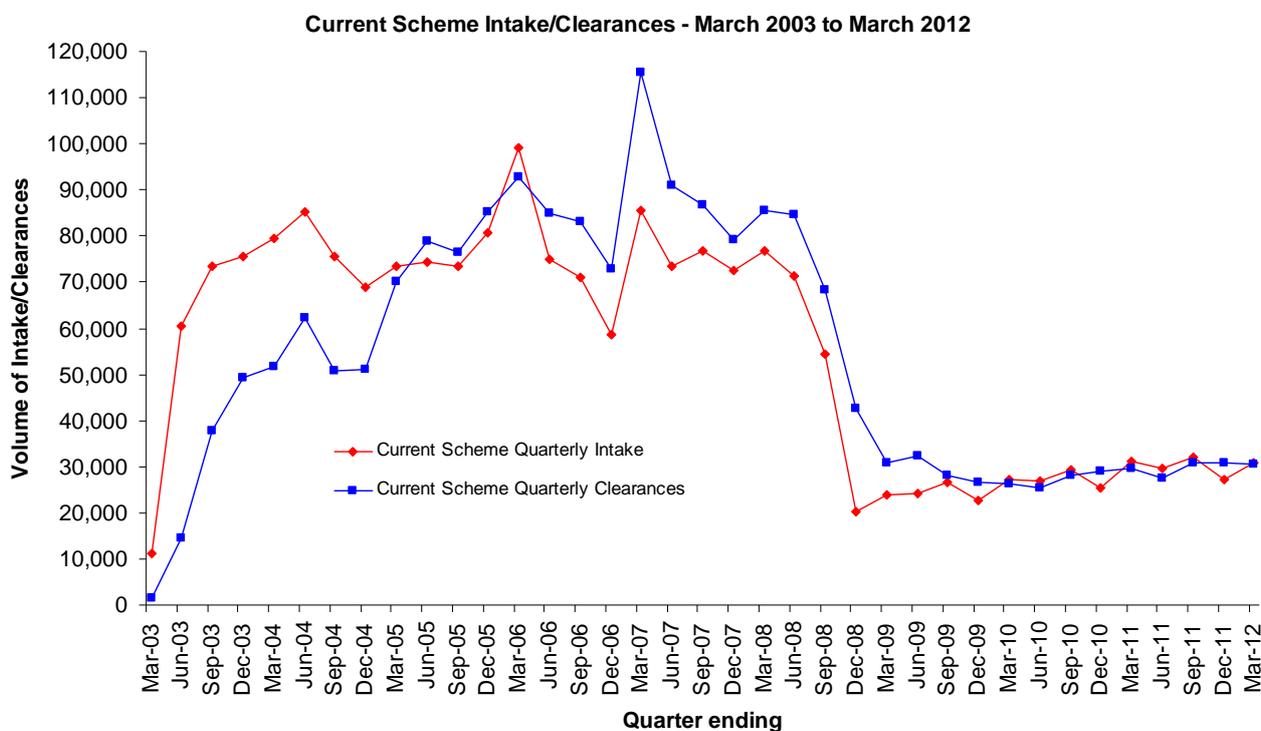
1. Figures include both live and suspended cases that are administered on the Agency's Clerical Case Database.

## Intake, Clearances and Uncleared work

This shows the total intake of Current Scheme applications, total clearances and total remaining uncleared applications.

- New applications to the Agency increased to **30,900** in the quarter to March 2012. This is up from 27,300 in the quarter to December 2011. Applications received from Jobcentre Plus ceased from October 2008 following the repeal of Section 6, the legal requirement which previously compelled parents with care on income related benefits to use the services of the Child Support Agency.
- There were **30,400** Current Scheme clearances in the quarter ending March 2012 with the total number of uncleared applications across all schemes increasing to **13,700**. This compares to 30,700 clearances in the quarter to December 2011 at which time uncleared applications stood at 13,200.

**Graph 1: Current Scheme Intake/Clearances**



**Notes:**

1. A Current 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.
2. Intake figures count applications for Child Support. Not all applications become live cases. Similarly, clearances count all applications cleared and not just live cases.
3. A change in legislation in October 2008 removed the compulsion for parents with care on income based benefits (Income Support or Jobseeker's Allowance (Income Based)) to pursue a claim for child support through the Agency. After this date, it is expected that some parents with care will opt to end their child support claim with CSA.
4. In the run up to the change, a further legislative repeal in July 2008 meant that single parents making a new claim for income based benefit would no longer be referred to CSA. Some will have made direct arrangements with the Agency, but they are not compelled to do so.
5. These figures are subject to revision in future publications. Future revisions will reflect any new information which is received after the production of this table.

## Intake/Clearances and Uncleared work

This shows the total intake of Current Scheme applications, total clearances and total remaining uncleared applications.

**Table 3: Intake/Clearances and Uncleared work**

Quarter ending:	Current Scheme			Uncleared Current Scheme Applications	Uncleared Old Scheme Applications
	Quarterly Intake	Quarterly Clearances	Total Uncleared Applications		
Mar-03	11,100	1,400	259,900	17,600	242,300
Jun-03	60,500	14,600	279,700	63,500	216,200
Sep-03	73,300	37,900	293,900	98,900	195,000
Dec-03	75,700	49,400	288,400	125,200	163,200
Mar-04	79,600	51,600	295,800	153,100	142,600
Jun-04	85,200	62,300	296,400	176,100	120,400
Sep-04	75,700	50,900	306,400	200,900	105,500
Dec-04	68,800	51,100	317,500	218,600	98,900
Mar-05	73,600	70,000	309,900	222,200	87,700
Jun-05	74,300	78,800	295,200	217,800	77,300
Sep-05	73,400	76,500	284,500	214,600	69,800
Dec-05	80,800	85,200	274,200	210,300	64,000
Mar-06	99,200	92,800	277,500	216,600	60,900
Jun-06	75,000	84,800	265,900	206,900	59,000
Sep-06	71,000	83,200	246,800	194,700	52,100
Dec-06	58,500	72,900	224,500	176,900	47,600
Mar-07	85,500	115,400	184,500	147,200	37,300
Jun-07	73,300	91,000	162,900	131,400	31,500
Sep-07	76,800	86,700	147,400	121,200	26,200
Dec-07	72,400	79,100	136,500	113,400	23,100
Mar-08	76,900	85,400	121,900	101,500	20,400
Jun-08	71,200	84,700	104,900	86,800	18,100
Sep-08	54,500	68,200	88,100	72,600	15,500
Dec-08	20,400	42,600	62,200	49,700	12,500
Mar-09	24,000	30,700	43,600	39,000	4,600
Jun-09	24,200	32,300	30,100	28,300	1,700
Sep-09	26,500	28,100	26,100	24,800	1,400
Dec-09	22,800	26,500	20,200	18,900	1,300
Mar-10	27,300	26,300	18,300	18,100	200
Jun-10	27,000	25,400	18,700	18,500	200
Sep-10	29,300	28,200	18,500	18,400	100
Dec-10	25,500	28,900	13,900	13,800	100
Mar-11	31,000	29,600	14,600	-	-
Jun-11	29,700	27,500	16,300	-	-
Sep-11	32,100	30,800	17,000	-	-
Dec-11	27,300	30,700	13,200	-	-
Mar-12	30,900	30,400	13,700	-	-

Notes:

1. Intake and clearances figures exclude the performance of cases managed off system.
2. Uncleared application figures include the performance of cases managed off system from October 2006.
3. Old Scheme uncleared applications relate to cases that have not been assessed.
4. These figures are subject to revision in future publications. Future revisions will reflect any new information which is received after the production of this table.
5. In January and February 2007 CSA implemented a computer system change to free-up applications that could not be progressed due to system issues. The change involved the deletion of around 11,750 Current Scheme applications and the subsequent re-entry of the vast majority back onto the system. This has had the impact of artificially increasing the clearance and intake figures for January and February by 1,500 and 10,250 respectively.
6. Intake figures in this table may differ from intake figures on page 17. Intake figures in the table above are based on the date the case was first entered on the CS2 computer system. Intake figures on page 17 are based on the date when a customer first made contact with the Agency.
7. A small sample of cases indicates that most uncleared applications reported as Old Scheme are in fact Current Scheme.

# Closures

This shows the total number of Current Scheme cases that are closed or cancelled/withdrawn.

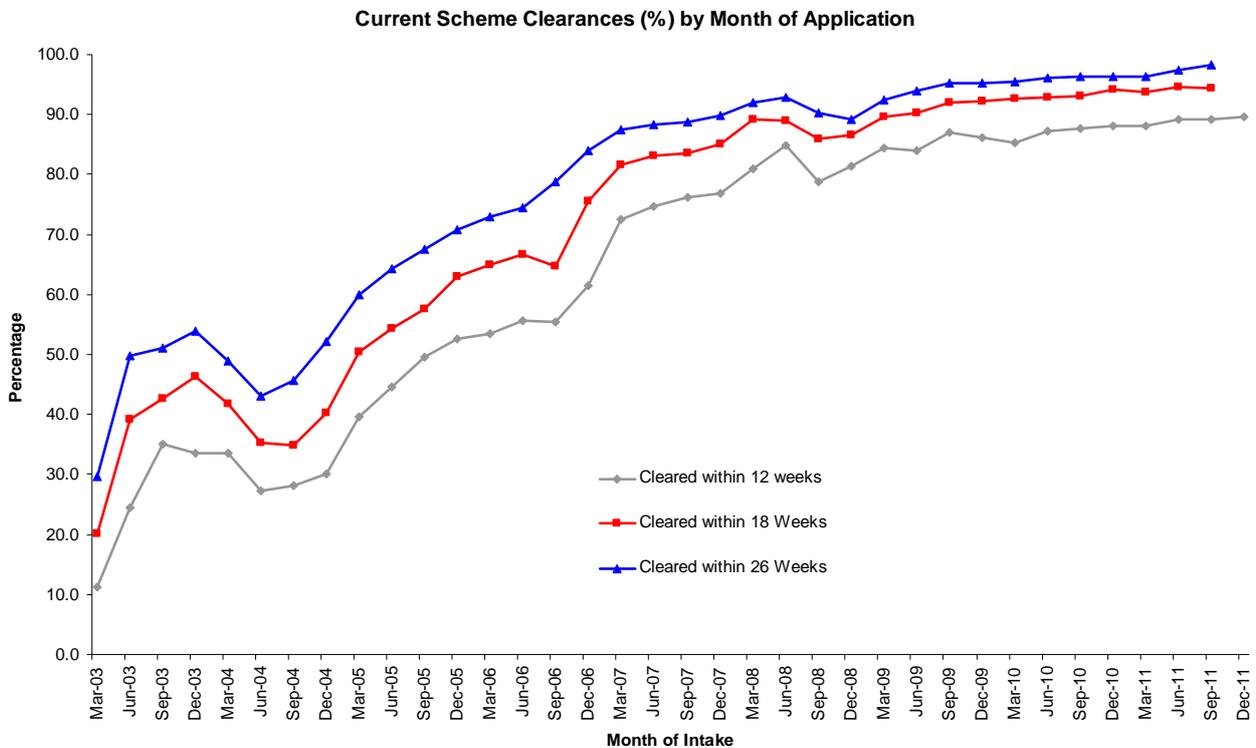
- The number of Current Scheme case closures decreased by 1.7% from 17,300 in the quarter to December 2011 to **17,000** in the quarter to March 2012.
- In the quarter to March 2012, **10,000** applications were not pursued by the applicant and in **5,300** cases the application was not eligible or no longer valid. This covers closures both prior to and following a calculation.
- A more detailed breakdown of closures **following** calculation is included in Annex A.

# Time to clear applications

This shows the length of time taken to clear applications received by the Agency each month.

- **89.6%** of intake received in December 2011 was **cleared within 12 weeks**. This is an increase from 89.1% 3 months earlier.
- **94.4%** of intake received in October 2011 was **cleared within 18 weeks**. This is an increase from 93.9% 3 months earlier.
- **98.2%** of intake received in September 2011 was **cleared within 26 weeks**. This is an increase from 97.4% 3 months earlier.

Graph 2: Time to Clear Applications



## Time to Clear Applications

This shows the length of time taken to clear applications received by the Agency each month.

**Table 4: Time to Clear applications**

Month of Intake	Intake	Within 12 weeks	%	Within 18 weeks	%	Within 26 weeks	%	Total cleared	%	Not cleared	%
Mar-03	17,300	1,900	11.2	3,500	20.2	5,100	29.7	17,100	98.9*	200	1.1*
Jun-03	21,100	5,200	24.5	8,300	39.1	10,500	49.7	20,900	99.3*	100	0.7*
Sep-03	23,400	8,200	35.0	9,900	42.5	11,900	51.1	23,200	99.3*	200	0.7*
Dec-03	17,300	5,800	33.5	8,000	46.3	9,400	54.0	17,200	99.3*	100	0.7*
Mar-04	28,400	9,500	33.6	11,800	41.7	13,900	49.0	28,200	99.3*	200	0.7*
Jun-04	25,400	6,900	27.3	8,900	35.2	10,900	43.0	25,200	99.4*	100	0.6*
Sep-04	23,000	6,500	28.1	8,000	34.9	10,500	45.7	22,800	99.5*	100	0.5*
Dec-04	17,700	5,300	30.1	7,100	40.4	9,200	52.2	17,600	99.6*	100	0.4*
Mar-05	23,000	9,100	39.7	11,600	50.5	13,800	60.0	22,900	99.5*	100	0.5*
Jun-05	22,500	10,000	44.6	12,200	54.3	14,500	64.4	22,400	99.5*	100	0.5*
Sep-05	23,200	11,500	49.5	13,300	57.6	15,700	67.6	23,000	99.4*	100	0.6*
Dec-05	21,200	11,100	52.5	13,400	62.9	15,000	70.8	21,100	99.6*	100	0.4*
Mar-06	30,900	16,500	53.4	20,100	65.0	22,600	73.0	30,800	99.5*	200	0.5*
Jun-06	23,500	13,100	55.7	15,700	66.7	17,500	74.5	23,300	99.4*	100	0.6*
Sep-06	20,700	11,500	55.3	13,400	64.6	16,300	78.8	20,600	99.4*	100	0.6*
Dec-06	15,100	9,300	61.4	11,400	75.5	12,700	83.9	15,000	99.4*	100	0.6*
Mar-07	26,300	19,100	72.6	21,400	81.7	22,900	87.4	26,100	99.3*	200	0.7*
Jun-07	25,000	18,700	74.8	20,800	83.2	22,100	88.3	24,800	99.4*	200	0.6*
Sep-07	24,200	18,400	76.2	20,200	83.6	21,500	88.8	24,100	99.5*	100	0.5*
Dec-07	17,200	13,300	76.8	14,700	85.1	15,500	89.9	17,200	99.5*	100	0.5*
Mar-08	20,700	16,700	80.9	18,400	89.1	19,000	92.0	20,600	99.5*	100	0.5*
Jun-08	23,200	19,700	84.8	20,700	89.0	21,500	92.9	23,100	99.5*	100	0.5*
Sep-08	12,100	9,600	78.9	10,400	85.9	10,900	90.2	12,000	99.0*	100	1.0*
Dec-08	5,200	4,300	81.4	4,500	86.6	4,700	89.2	5,100	97.6*	100	2.4*
Mar-09	7,900	6,600	84.4	7,000	89.7	7,300	92.3	7,700	98.6*	100	1.4*
Jun-09	8,600	7,200	84.0	7,800	90.2	8,100	94.0	8,500	99.0*	100	1.0*
Sep-09	9,300	8,100	87.0	8,600	92.0	8,900	95.3	9,200	99.1*	100	0.9*
Dec-09	5,600	4,900	86.2	5,200	92.2	5,400	95.3	5,600	99.0*	100	1.0*
Mar-10	10,100	8,600	85.3	9,400	92.7	9,600	95.5	10,000	99.0*	100	1.0*
Jun-10	9,900	8,700	87.3	9,200	92.9	9,600	96.0	9,900	99.4*	100	0.6*
Sep-10	10,300	9,100	87.7	9,600	93.1	10,000	96.4	10,200	99.2*	100	0.8*
Dec-10	5,800	5,100	88.1	5,500	94.2	5,600	96.4	5,800	99.0*	100	1.0*
Mar-11	10,900	9,600	88.0	10,300	93.8	10,600	96.4	10,800	98.9*	100	1.1*
Jun-11	10,700	9,500	89.2	10,100	94.6	10,400	97.4	10,500	99.0*	100	1.0*
Sep-11	11,300	10,100	89.1	10,700	94.4	11,100	98.2	11,200	98.7*	100	1.3*
Dec-11	6,800	6,100	89.6	6,400	94.0*	6,400	94.0*	6,400	94.0*	400	6.0*
Mar-12	9,800	2,600	26.6*	2,600	26.6*	2,600	26.6*	2,600	26.6*	7,200	73.4*

Notes:

1. A clearance above 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.
2. This table counts applications for Child Support. Not all applications become live cases.
3. Time to clearance is calculated as the time from first contact with the non-resident parent or parent with care until clearance of the application.
4. The figures in this table are subject to revision in future publications. Future revisions will reflect any new information which is received after the production of this table.
5. '\*' indicates that the time band is incomplete. This means that whilst some cases will have been cleared within the time band, since the period had not yet fully elapsed, complete data is not available to allow meaningful comparison with earlier periods.
6. Intake figures in this table may differ from intake figures on page 15. Intake figures in the above table are based on the date when a customer first made contact with the Agency. Intake figures on page 15 are based on the date the case was first entered on the CS2 computer system.

## Caseload Status

This shows the status of all cases with an assessment or calculation.

- The overall live and assessed caseload now stands at **1,128,400**.
- The average weekly maintenance liability (including nil liability) stands at **£23.00**, excluding nil liability the average is **£33.40**.
- A breakdown by scheme is included in Annex A.

**Table 5: Caseload Status**

Quarter ending:	Positive Outcome Caseload						
	Overall	Nil Liability	Assessed not Charging	Nil Compliant	Compliant	Maintenance Direct	Others with Receipts
Mar-03	995,100	456,700	52,700	107,300	284,900	91,500	1,900
Jun-03	992,400	457,600	58,800	103,500	276,800	90,600	5,100
Sep-03	999,700	450,500	71,900	107,200	273,100	89,100	7,800
Dec-03	1,000,700	442,500	72,900	112,900	277,000	87,000	8,400
Mar-04	1,007,600	432,300	76,000	120,200	284,000	86,100	9,000
Jun-04	1,016,900	427,600	76,300	127,800	290,900	85,700	8,500
Sep-04	1,027,200	421,200	78,900	136,300	296,500	86,800	7,400
Dec-04	1,037,900	407,000	95,100	137,700	299,300	90,500	8,200
Mar-05	1,054,200	412,000	97,400	140,900	300,300	93,500	10,000
Jun-05	1,074,100	414,100	105,500	139,500	304,500	97,900	12,700
Sep-05	1,091,400	413,700	109,600	143,300	309,700	101,700	13,400
Dec-05	1,110,100	413,100	113,300	146,900	315,600	107,300	13,800
Mar-06	1,133,400	413,700	122,200	143,200	326,000	112,800	15,500
Jun-06	1,152,900	416,300	126,600	139,700	335,000	119,100	16,300
Sep-06	1,168,100	416,400	126,200	144,400	339,900	125,200	16,100
Dec-06	1,166,300	414,500	111,800	156,400	340,000	127,600	16,100
Mar-07	1,181,000	413,700	107,800	164,500	344,500	132,300	18,400
Jun-07	1,205,200	412,300	110,400	170,600	352,400	139,000	20,600
Sep-07	1,224,600	411,900	113,300	172,700	358,800	144,600	23,200
Dec-07	1,226,400	413,300	104,400	179,400	356,100	148,700	24,500
Mar-08	1,237,100	412,500	101,700	175,100	369,700	153,900	24,100
Jun-08	1,263,600	411,000	97,100	176,900	396,800	158,700	23,200
Sep-08	1,265,200	409,500	92,500	174,900	402,000	160,800	25,400
Dec-08	1,263,500	406,000	95,700	184,500	389,200	162,800	25,300
Mar-09	1,245,000	404,000	82,400	165,100	402,000	165,300	26,100
Jun-09	1,234,400	398,600	80,700	151,000	408,700	168,400	27,000
Sep-09	1,219,100	385,100	72,300	151,200	414,200	167,600	28,700
Dec-09	1,213,100	381,200	64,100	148,400	421,400	169,300	28,700
Mar-10	1,150,800	310,800	57,300	135,000	441,500	169,800	36,400
Jun-10	1,150,800	307,700	55,900	138,900	442,600	170,900	34,900
Sep-10	1,153,900	299,800	57,700	143,100	445,200	172,000	36,000
Dec-10	1,152,200	297,900	54,000	152,800	441,300	171,800	34,400
Mar-11	1,145,700	283,900	50,900	142,300	454,200	174,100	40,200
Jun-11	1,143,400	281,300	49,400	143,300	454,800	175,400	39,200
Sep-11	1,142,600	270,600	45,500	148,100	463,200	176,300	38,800
Dec-11	1,140,500	264,200	41,000	151,500	469,600	178,700	35,500
Mar-12	1,128,400	255,500	36,000	141,100	478,500	181,700	35,700

Notes:

1. Figures from April 2008 reflect the performance of cases managed off system and cases where a payment has been made manually as well as cases on the CS2 and CSCS computer systems.
2. Figures include Old Scheme cases with a full or interim maintenance assessment as well as Current Scheme cases with a full maintenance calculation or default maintenance decision.
3. Cases are classed as compliant if they are currently open, classed as collection service cases at the end of the month, and have been charged and paid money via the collection service (either regular maintenance and/or arrears) over the preceding quarter.
4. Cases are classed as assessed and not charging (that is to say they have a positive liability but no active charging schedule is in place) if they have this status at the end of the quarter, and there have been no charges or receipts via the collection service over the period.
5. "Nil liability" means that no payments were expected on the case and "Nil compliant" means that payments were expected but none were received.
6. Cases are classed as maintenance direct if this is their status at the end of the quarter.
7. 'Others with Receipts' are cases which are nil liability, assessed and not charging or cancelled/withdrawn and where a child maintenance receipt has been received in the quarter.

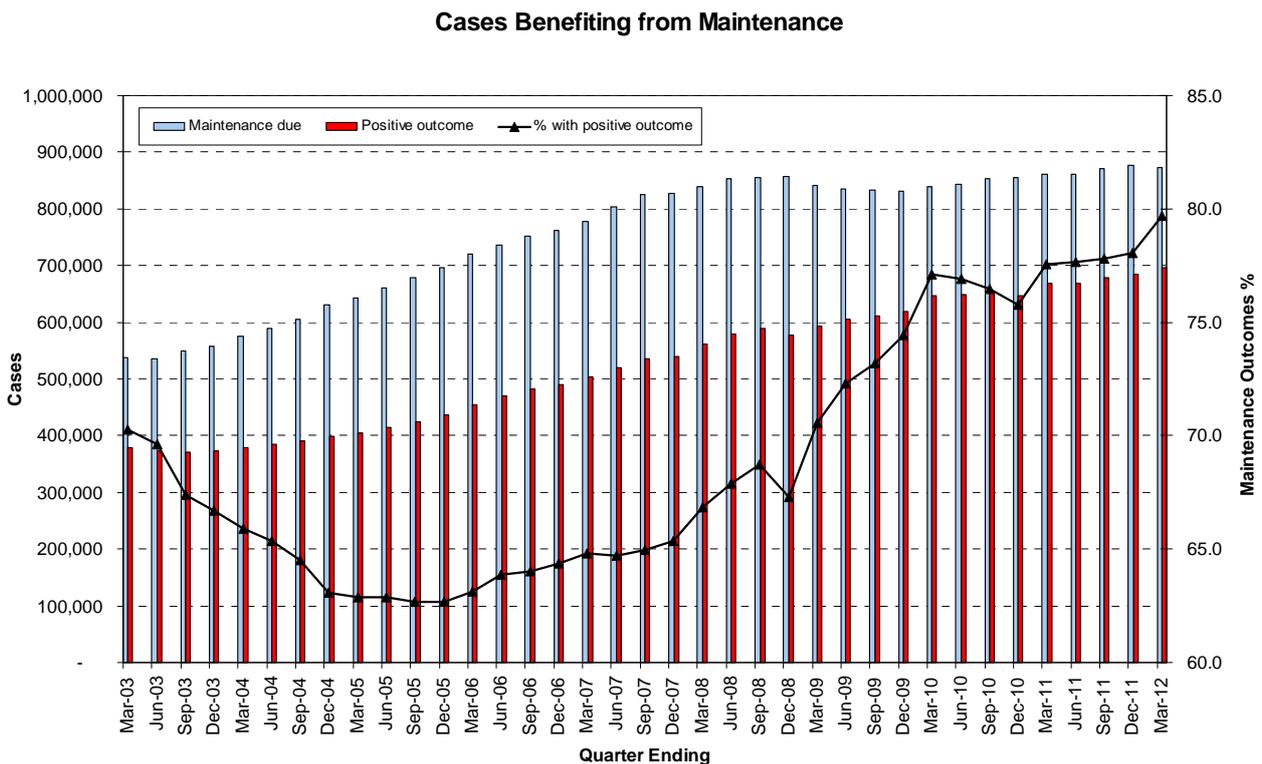
8. Cases which are compliant, maintenance direct or 'Others with Receipts' make up the positive outcome caseload of total cases paying maintenance.
9. A drop in the caseload can be seen from January 2010 which can be attributed to the removal of suspended cases on the CSCS computer system.

## Cases/Children Benefiting from Maintenance

This shows the number of cases from which a payment was received or which had a maintenance direct arrangement in place over a 3 month period and the number of children benefiting from such a payment or arrangement.

- The percentage of cases where the non-resident parent is paying child maintenance has increased from 78.0% in the quarter to December 2011 to **79.7%** in the quarter to March 2012.
- The number of cases with a positive liability has decreased from 876,300 in December 2011 to **872,900** in March 2012. The number with a positive outcome has increased from 683,800 to **695,800** over the same period.
- The number of children benefiting on these positive outcome cases has increased from 882,600 in December 2011 to **899,700** in March 2012.
- A breakdown by scheme is included in Annex A.

**Graph 3: Cases/Children Benefiting from Maintenance**



## Cases/Children Benefiting from Maintenance

**Table 6: Cases/Children Benefiting from Maintenance**

Quarter ending:	Overall Agency Cases - in which:			Children benefiting from maintenance
	Maintenance due	Positive outcome	% with positive outcome	
Mar-03	538,400	378,300	70.3	548,100
Jun-03	534,900	372,500	69.6	539,100
Sep-03	549,200	370,100	67.4	534,300
Dec-03	558,200	372,400	66.7	534,500
Mar-04	575,300	379,200	65.9	537,500
Jun-04	589,300	385,100	65.3	542,600
Sep-04	605,900	390,800	64.5	548,200
Dec-04	630,900	398,000	63.1	554,900
Mar-05	642,100	403,800	62.9	561,100
Jun-05	660,000	415,100	62.9	574,700
Sep-05	677,700	424,800	62.7	586,400
Dec-05	697,000	436,800	62.7	599,600
Mar-06	719,700	454,300	63.1	623,000
Jun-06	736,600	470,300	63.8	644,500
Sep-06	751,700	481,200	64.0	656,800
Dec-06	762,100	490,400	64.3	666,300
Mar-07	778,200	504,400	64.8	683,300
Jun-07	804,500	520,800	64.7	703,100
Sep-07	825,100	535,800	64.9	722,800
Dec-07	827,300	540,600	65.3	721,900
Mar-08	840,100	561,400	66.8	749,300
Jun-08	852,700	578,700	67.9	771,300
Sep-08	855,700	588,300	68.7	781,600
Dec-08	857,500	577,200	67.3	759,600
Mar-09	841,000	593,500	70.6	780,500
Jun-09	835,900	604,200	72.3	793,900
Sep-09	834,000	610,500	73.2	799,300
Dec-09	831,900	619,400	74.5	809,800
Mar-10	840,000	647,700	77.1	845,700
Jun-10	843,100	648,400	76.9	849,100
Sep-10	854,100	653,300	76.5	850,800
Dec-10	854,300	647,500	75.8	841,800
Mar-11	861,700	668,600	77.6	867,800
Jun-11	862,100	669,400	77.6	868,700
Sep-11	872,000	678,300	77.8	876,100
Dec-11	876,300	683,800	78.0	882,600
Mar-12	872,900	695,800	79.7	899,700

**Notes:**

1. Figures from October 2006 reflect the performance of cases managed off system as well as cases on the CS2 and CSCS computer systems.
2. Cases are counted as having a positive maintenance outcome if they have received a payment via the collection service in the quarter or have a maintenance direct agreement in place. Cases are classed as maintenance direct if this is their status at the end of the quarter.
3. Cases are classed as having maintenance due if an ongoing liability to pay maintenance exists or arrears of maintenance have been requested. This group of cases consists of assessed not charging, compliant, nil compliant, maintenance direct and others with receipts. Definitions can be found on page 18.
4. Qualifying children are counted as receiving maintenance or with a maintenance direct agreement in place if the relevant case has received a payment via the collection service in the last three months or has a maintenance direct agreement in place. An average of 1.35 children per case has been used for positive outcome cases progressed off system. This is based on checking a sample of off system case papers.

## Annual Cases/Children Benefiting from Maintenance

This shows the number of cases from which a payment was received or which had a maintenance direct arrangement in place over a 12 month period.

- The percentage of cases where the non-resident parent is paying child maintenance in the latest 12 months has increased from 84.8% in the 12 months to December 2011 to **85.2%** in the 12 months to March 2012.
- The number of cases with a positive liability at any point in the last 12 months has increased from 961,500 in December 2011 to **967,100** in March 2012. The number with a positive outcome has increased from 815,100 to **824,000** over the same period.
- The number of children benefiting on these positive outcome cases has risen from 1,058,300 in December 2011 to **1,069,600** in March 2012.

**Table 7: Annual Cases/Children Benefiting from Maintenance**

Year ending:	Overall Agency Cases - in which:			
	Maintenance due	Positive outcome	% with positive outcome	Children benefiting from maintenance
Mar-04	683,200	481,200	70.4	694,300
Jun-04	687,400	483,800	70.4	695,500
Sep-04	687,600	485,600	70.6	694,200
Dec-04	695,500	491,200	70.6	694,700
Mar-05	708,400	498,200	70.3	700,300
Jun-05	727,600	509,600	70.0	712,800
Sep-05	748,800	522,300	69.7	726,600
Dec-05	763,300	534,100	70.0	741,500
Mar-06	787,000	552,800	70.2	765,700
Jun-06	805,100	569,300	70.7	786,900
Sep-06	819,200	581,800	71.0	800,200
Dec-06	842,900	598,400	71.0	823,800
Mar-07	858,400	606,500	70.6	834,400
Jun-07	888,000	626,600	70.5	859,000
Sep-07	896,200	642,700	71.6	874,000
Dec-07	902,000	655,100	72.6	887,100
Mar-08	921,200	679,000	73.7	933,300
Jun-08	936,900	696,500	74.3	953,700
Sep-08	928,500	704,000	75.8	957,100
Dec-08	928,300	704,100	75.8	935,400
Mar-09	932,900	718,500	77.0	950,900
Jun-09	937,100	729,600	77.9	961,900
Sep-09	949,400	740,200	78.0	968,500
Dec-09	936,200	746,300	79.7	976,400
Mar-10	944,300	769,200	81.5	1,005,100
Jun-10	937,900	773,300	82.5	1,007,900
Sep-10	940,400	783,300	83.3	1,020,500
Dec-10	937,000	787,600	84.1	1,026,900
Mar-11	946,100	799,400	84.5	1,044,600
Jun-11	952,200	804,500	84.5	1,046,800
Sep-11	957,400	807,200	84.3	1,049,100
Dec-11	961,500	815,100	84.8	1,058,300
Mar-12	967,100	824,000	85.2	1,069,600

Notes:

1. Figures from September 2007 include the performance of cases managed off system for the full 12 months as well as cases on the CS2 and CSCS computer systems. Information for cases managed off system is available from October 2006 and therefore is partly included in the December 2006, March 2007 and June 2007 figures.

2. Cases can migrate from the CSCS computer system to the CS2 computer system within a 12 month period and such cases may be counted twice in the above table. It has been possible to remove such duplicates from March 2007. Therefore in the 12 month period to December 2007 all duplicate cases are removed, with duplicates partly removed in the 12 months to March 2007, June 2007 and September 2007.
3. Cases are counted as having a positive maintenance outcome if they have received a payment via the collection service in the last 12 months or have a maintenance direct agreement in place. Cases are classed as maintenance direct if this is their status at the end of any quarter.
4. Qualifying children are counted as receiving maintenance or with a maintenance direct agreement in place if the relevant case has received a payment via the collection service in the last twelve months or has a maintenance direct agreement in place. An average of 1.35 children per case has been used for positive outcome cases progressed off system.

# Maintenance Collected and Arranged

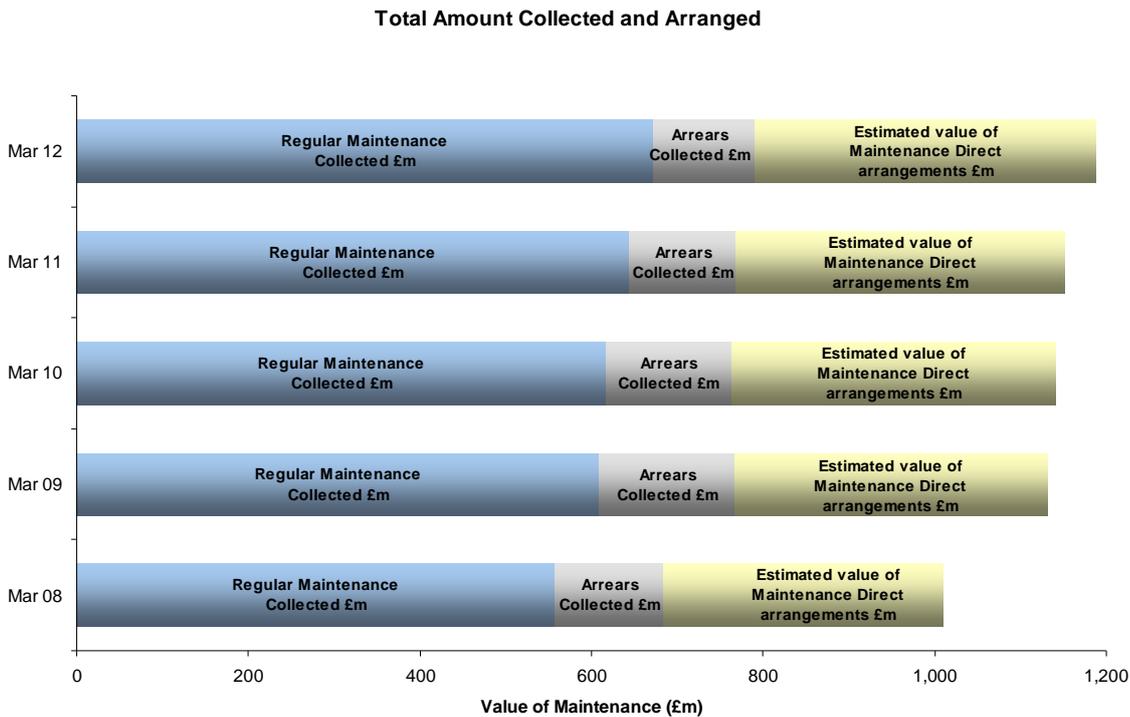
This shows the total amount of maintenance collected by the Agency and the estimated value of Maintenance Direct arrangements.

- Maintenance Collected or Arranged on a rolling 12 month basis increased to **£1,186.6m**. Arrears collected on a rolling 12 month basis fell to **£118.5m**. This is compared to a December 2011 figure of £1,180.1m, of which £121.1m was arrears.
- In the quarter to March 2012, **£300.7m** was collected or arranged, of which **£28.6m** was arrears. This is an increase from £296.9m collected or arranged in the quarter to December 2011, of which £29.0m was arrears.

Headline collection figures are:

- **2011/12:** **£1,186.6m** of which **£118.5m** was arrears
- **Rolling Quarter:** **£300.7m** of which **£28.6m** was arrears

**Graph 4: Maintenance Collected and Arranged**



Notes:

1. Quarterly amounts of maintenance collected will not sum to the financial year figures published in the Annual Accounts as they do not include end of year adjustments.
2. Figures for 10/11 and 11/12 have yet to be audited and finalised.

**Table 8: Maintenance Collected and Arranged: Quarterly Measure**

Quarter Ending	Maintenance Collected £m	Of which, arrears collected £m	Estimated value of Maintenance Direct arrangements in place £m	Total amount collected / arranged £m
Jun-03	146.2	15.6	55.8	202.0
Sep-03	145.3	16.0	54.5	199.8
Dec-03	142.0	15.8	53.7	195.7
Mar-04	146.7	16.4	52.8	199.5
Jun-04	144.4	16.7	52.6	197.0
Sep-04	144.0	16.8	52.7	196.7
Dec-04	143.5	17.2	53.3	196.8
Mar-05	152.8	17.5	54.9	207.7
Jun-05	148.7	19.4	56.9	205.6
Sep-05	146.5	20.5	59.0	205.5
Dec-05	149.2	20.3	61.2	210.4
Mar-06	150.3	20.6	63.8	214.1
Jun-06	150.6	21.5	67.0	217.5
Sep-06	153.9	21.1	70.6	224.5
Dec-06	150.6	22.8	72.7	223.4
Mar-07	159.0	25.1	73.8	232.8
Jun-07	158.6	27.6	76.9	235.5
Sep-07	169.5	30.4	80.4	249.9
Dec-07	174.0	32.6	82.9	256.8
Mar-08	182.2	35.8	85.4	267.7
Jun-08	187.6	38.8	89.0	276.6
Sep-08	197.9	41.7	90.9	288.8
Dec-08	190.1	39.4	91.9	282.0
Mar-09	191.5	38.3	92.8	284.3
Jun-09	186.8	38.0	94.3	281.1
Sep-09	189.3	36.3	94.5	283.7
Dec-09	191.5	37.3	94.4	285.9
Mar-10	196.2	35.8	94.1	290.3
Jun-10	188.9	32.3	94.6	283.5
Sep-10	191.6	31.6	95.3	286.8
Dec-10	190.2	30.0	95.3	285.5
Mar-11	198.2	31.2	96.1	294.3
Jun-11	195.6	30.2	97.4	293.0
Sep-11	197.7	30.6	98.2	295.9
Dec-11	197.6	29.0	99.3	296.9
Mar-12	199.9	28.6	100.8	300.7

## Notes:

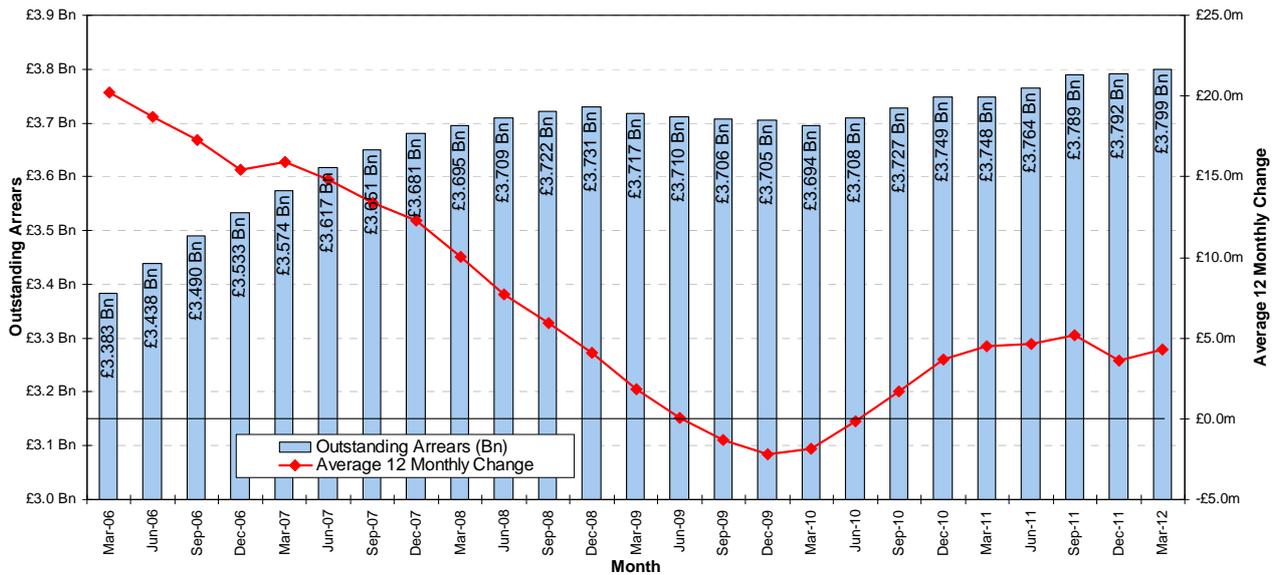
1. The amount of maintenance collected is that collected via the CSA Collection Service and this includes both off system and system payments.
2. Quarterly amounts of maintenance collected will not sum to the financial year figures published in the Annual Accounts as they do not include end of year adjustments.
3. The value of Maintenance Direct arrangements in place shows the value of the assessments that the Agency has made i.e. the recommended amount to be paid to the parent/person with care by the non-resident parent. This value is an estimate because it is not possible to calculate, for every day of the year, the value of Maintenance Direct arrangements in place at that point in time. However, it is possible to calculate the value of weekly Maintenance Direct arrangements in place at the end of each month and derive a full monthly estimate from that.
4. The estimated value of Maintenance Direct arrangements includes Maintenance Direct cases processed off system from April 2008.
5. Arrears collected figures include arrears of maintenance that have been linked to an arrears collection schedule. Investigations show that a proportion of arrears of maintenance collected have been incorrectly linked to a regular collection schedule and therefore classified as regular maintenance in the above table. Work is underway to correctly classify arrears collections in future publications.
6. In addition, collections on all cases managed off system are presumed to be regular collections rather than collections of arrears resulting in the potential under counting of arrears.
7. Figures for 10/11 and 11/12 have yet to be audited and finalised.

# Outstanding Maintenance Arrears

This shows the gross arrears position of non-resident parents at the end of each quarter.

- Outstanding child maintenance arrears have increased from £3.792billion in December 2011 to **£3.799billion** in March 2012.<sup>2</sup>

**Graph 5: Outstanding Maintenance Arrears**



**Notes:**

- Figures show the gross arrears position at the end of each quarter sourced from the Agency's General Ledger.
- Figures for 10/11 and 11/12 have yet to be audited and finalised. Following publication of the 2008/09 and 2009/10 Client Fund Accounts, outstanding arrears figures have been adjusted. See accounts publications for further detail on changes: <http://www.childmaintenance.org/en/publications/index.html>  
Adjustments have also been made from 2010/11 onwards which are yet to be agreed with National Audit Office.

## Arrears Distribution

*This shows the proportion of cases with arrears and value of arrears by size of arrears outstanding on each case.*

It should be noted that over 40% of arrears are owed to the Secretary of State and not Parents with Care. A large proportion of arrears are based on Interim Maintenance Assessments which are punitive maintenance liabilities imposed due to the non co-operation of non-resident parents in supplying information to allow a full maintenance assessment to be made.

**Table 9: Arrears Distribution**

<b>Arrears Band</b>	<b>Arrears Caseload (%): March 2012</b>	<b>Value of Arrears (%): March 2012</b>
Under £100	19.4%	0.2%
Over £100 to £500	26.5%	2.0%
Over £500 to £1,000	12.5%	2.7%
Over £1,000 to £5,000	24.3%	17.1%
Over £5,000 to £10,000	8.0%	17.0%
Over £10,000 to £20,000	5.5%	23.0%
Over £20,000 to £50,000	3.3%	28.9%
Over £50,000	0.4%	9.1%

Notes:

1. Figures sourced from the Agency Debt Book as maintenance arrears from the General Ledger can not be broken down by size of arrears.
2. Figures exclude cases managed off system. The Debt Book over reports the level of outstanding arrears by approximately 4%.

# Enforcement

This shows the total volume of enforcement actions undertaken by the Agency.

Table 10: Enforcement

	Apr 2007 - Mar 2008	Apr 2008 - Mar 2009	Apr 2009 - Mar 2010	Apr 2010 - Mar 2011	Year to Date Apr 2011 - February 2012
<b>England, Wales and Scotland</b>					
<b>Civil Enforcement Actions</b>					
<b>Deduction from Earnings Orders/Requests (DEO/R) <sup>(1)</sup></b>					
Total issued	74,550	66,705	64,835	63,060	56,495
Number of active DEO/R	153,855	148,385	140,900	140,125	141,740
Total value received from DEO/R (£m)	277	312	299	285	263
Compliance at end of period (%)	76	78	82	81	81
<b>Deduction Orders <sup>(2)</sup></b>					
Number of Cases where disclosure requests sent	-	-	1,795	4,355	3,730
Total number of Cases deselected at disclosure stage	-	-	1,230	3,270	2,690
Number of Lump Sum Deduction Orders authorised <sup>(3)</sup>	-	-	165	375	395
Total value of funds secured by Lump Sum Deduction Order (£)	-	-	641,390	1,346,180	1,140,170
Total value received from Lump Sum Deduction Order (£)	-	-	378,575	968,035	1,172,620
Number of Regular Deduction Orders authorised	-	-	170	385	660
Total value of Regular Deduction Orders authorised (£)	-	-	1,522,625	3,425,815	4,505,890
Total value received from Regular Deduction Order (£)	-	-	79,950	245,360	472,265
Total disclosures in progress	-	-	460	370	330
<b>Liability Orders <sup>(4)</sup></b>					
Number Applied for	21,175	28,360	26,830	19,365	17,585
Number Granted	17,755	24,675	23,485	18,510	15,965
Number Withdrawn / Dismissed	1,215	1,055	845	1,055	1,090
<b>Distress Actions (E&amp;W) <sup>(5)</sup></b>					
Number of Bailiff referrals	14,765	18,380	14,270	11,325	12,390
<b>Charge for Payment (Scotland) <sup>(6)</sup></b>					
Number Sent	1,190	2,015	1,320	880	585
Number Served	950	1,805	1,195	1,150	600
<b>Charging Orders (E&amp;W) <sup>(7)</sup></b>					
Number Applied for	1,735	2,480	2,800	2,210	3,030
Number Granted	1,125	1,545	1,695	1,730	2,320
Number Withdrawn	365	285	315	180	95
<b>Orders for Sale (E&amp;W) <sup>(8)</sup></b>					
Number referred for consideration	-	105	335	405	470
Number Withdrawn / Other closure	-	5	90	165	290
Full Order for Sale Granted	-	15	35	75	55
Number paid before Full Order for Sale	-	10	60	120	115
<b>Bill of Inhibition (Scotland) <sup>(9)</sup></b>					
Number issued	1,045	1,745	900	665	370
Number successful	20	25	15	385	345
<b>Committals <sup>(10)</sup></b>					
Order to Pay only	90	125	115	65	35
Suspended Committal sentences	480	580	760	1,010	985
Committal Sentences	25	45	45	40	30
Suspended driving license disqualification sentences	15	45	75	165	230
Driving license disqualification sentences	5	5	10	30	40
<b>Recovery from Deceased Estate <sup>(11)</sup></b>					
Cases referred to DWP for action	-	-	15	1,040	1,065
Total value of debt referred to DWP (£)	-	-	98,840	5,721,910	5,550,025
Number of cases with debt recovered by DWP	-	-	-	60	120
Total value of debt recovered by DWP (£)	-	-	-	242,495	307,455
<b>Criminal Enforcement Actions</b>					
<b>Prosecutions <sup>(12)</sup></b>					
Section 32(8) - Action taken for failure to implement a DEO request	-	40	100	185	80
Section 14(A)2 - Action taken for Misrepresenting evidence (Fraud)	-	10	30	40	45
Section 14(A)3 - Failure to provide evidence	-	1,390	1,610	750	395

Notes:

1. Deductions from Earnings Orders/Requests (DEO/R's) are where the Agency makes a request to an employer to deduct maintenance directly from the earnings of a non resident parent. The stock of DEO/R's and number of new DEO/R's set up only include those administered on the CS2 and CSCS computer systems and exclude those administered off system. The value of maintenance collected from DEO/R's is calculated by summing receipts of maintenance in a month on all cases with a DEO/R in place at the end of the month. Due to timing in setting up a DEO/R, this may include some receipts that were collected by other methods. The monthly amounts are then summed to give annual figures.
2. Deduction Orders are where the Agency applies to deduct maintenance directly from a non resident parent's bank/building society account, following non payment of maintenance. There are two types of deduction order, a regular deduction order which deducts a regular fixed amount in respect of either regular maintenance and/or arrears and a lump sum deduction order which initially freezes, and later deducts a lump sum amount solely in respect of arrears. A deduction order is made through an administrative process, which means an application to court is not required before the order can be made. Disclosure requests are sent to banks and building societies to obtain financial information. A disclosure request is sent to every bank/building society which holds an account attached to a case, therefore there can be multiple disclosure requests issued for each case.

3. Authorised – This stage of the process is where the deduction order has been approved by a senior colleague and sent to the bank/building society.  
Secured – This stage, in respect of lump sum deduction orders only, is where the interim lump sum deduction order has been sent to the bank/building society and the monies have been secured, but they have not yet been sent to the Commission. Deduction orders were introduced in August 2009.
4. A liability order is a document obtained from the court showing that they legally recognise that the debt is owed. This is the same in England, Wales and Scotland. This is required before the Agency can use litigation powers (Diligence in Scotland). A liability order is counted as applied for when a court date is assigned for the application to be made. Some cases which have had liability orders applied for are still going through the liability order process, and awaiting an outcome.
5. Distress actions refer to bailiff actions in England & Wales. This is where, once the debt has been legally recognised, the Agency has passed the debt to a bailiff company for collection (or equivalent). Number of Bailiff Referrals is sourced directly from external providers. Attachments refer to actions taken by Sheriff Officers in Scotland on the Agency's instruction to attach certain goods and remove for auction if the debt is not settled. An attachment notice is served directly to the NRP by a Sheriff's Officer.
6. A charge for payment is a Scottish action only. This is where, once the debt has been legally recognised via a Liability Order, the Agency refers the case to Sheriff Officers to serve, in person, the charge for payment to the NRP.
7. Charging orders in England & Wales are where a County Court Order for the legally recognised debt is attached to the equity of a non-resident parent's property. A charging order is counted as applied for at the point the application is lodged at the County Court. Some cases which have a charging order applied for are still going through the charging order process and awaiting an outcome.
8. Order for sale action can be taken once a final charging order has been granted against a property owned or jointly owned by the NRP. Through the Agency's external supplier action will be taken to secure payment, if full payment is not made and there is evidence of equity an application may be made to the court for an order for sale. The Agency may seek to take possession of a property if there is evidence of equity and if this action is deemed to be the most appropriate to secure the child support arrears owed. The Order for Sale process is complex and, as a result, the time taken between a referral and achieving an outcome can be a lengthy period of time. Information on Orders for Sale is only available from July 2008.
9. Bills of Inhibition in Scotland do not attach directly to the non-resident parent's property, but are personal prohibitions preventing heritable property being transferred, alienated or disposed of by the non-resident parent. A bill of inhibition is counted as applied for when an instruction for Inhibition is sent to the Solicitors. Some cases which have had a bill of inhibition sent for are still going through the bill of inhibition process.
10. An order to pay is where the Magistrate grants a custodial prison sentence, suspended on condition that the NRP makes payment. Committal information includes both actual and suspended committal sentences and driving licence disqualifications following non payment of child maintenance.
11. Recovery from Deceased Estates is where the Agency and parent with care seek to recover arrears of child maintenance from the estate of a non resident parent. Cases are referred to the Department for Work and Pensions to action. The difference between the number of cases referred to DWP and cases with debt recovered reflects the duration and complexity of the Recovery from Estates process. This process can take two years or more to complete for probate to be granted and the estate to be distributed. Recovery from Deceased Estates powers came into effect in January 2010.
12. Prosecutions involve the threat and/or the use of criminal fines where an individual or organisation commits a criminal offence under child support law. Example offences include failure to provide information requisition, misrepresentation of information, and/or failure to comply with a deduction from earnings order. Information on prosecutions is only available from April 2008.

# Appeals

Number of appeals and time taken to deal with appeals.

**Table 11: Appeals**

	Financial Year				Rolling 12 month period Apr 2011 - Mar 2012
	Apr 2007 - Mar 2008	Apr 2008 - Mar 2009	Apr 2009 - Mar 2010	Apr 2010 - Mar 2011	
<b>CSA Appeals received</b>					
Old Scheme	3,075	2,990	2,200	1,515	1,270
Current Scheme	4,210	4,845	4,115	4,105	5,080
Departure Appeals	525	470	430	335	160
<b>Total Appeals received</b>	<b>7,810</b>	<b>8,305</b>	<b>6,750</b>	<b>5,960</b>	<b>6,510</b>
<b>Outcomes</b>					
Revised <sup>(1)</sup>	1,685	1,740	1,425	1,180	1,465
Withdrawn <sup>(2)</sup>	1,165	1,370	1,235	805	1,250
Submitted to Tribunal Service	4,400	5,250	4,040	3,885	3,820
<b>Average time taken to clear (weeks) - Stage 1</b>	<b>8.5</b>	<b>10.7</b>	<b>7.5</b>	<b>6.9</b>	<b>8.7</b>
<b>Average time taken to revise a Maintenance calculation following a decision from The Tribunal Service - Stage 3</b>					
Average time taken in weeks	0.3	0.8	0.7	0.6	0.6
Average time taken in days	2.3	5.9	5.2	4.2	4.2
<b>Average time taken to clear the end to end process (weeks)</b>	<b>20.0</b>	<b>21.8</b>	<b>25.7</b>	<b>28.4</b>	<b>30.9</b>

Notes:

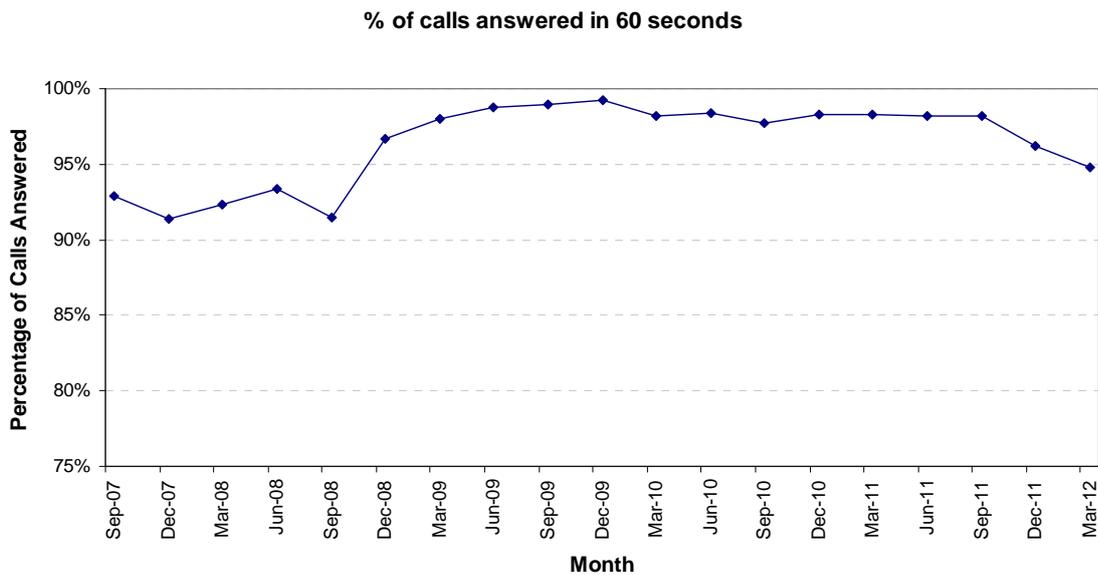
1. Revised – Where an original decision has been found to be incorrect during the appeals process and is revised. If the new decision is to the financial advantage of the appellant then the appeal lapses and all appeals action is complete.
2. Withdrawn - The appellant may decide at any point during the appeal process that they no longer wish to proceed with the appeal and request it to be withdrawn.
3. Outcomes of Appeals are published within Table 1.2d of the Tribunal Services Quarterly Summary of Statistics tables. Details can be obtained by following: <http://www.justice.gov.uk/downloads/statistics/tribs-stats/tribs-tables-q3.xls>.

# Telephony Performance

This shows how quickly calls to the Agency were answered each month.

- The in month percentage of calls answered within 60 seconds was **94.8%** for March 2012. This is compared to a December 2011 figure of 96.2%.
- The performance for the 12 months to March 2012 was **96.9%**. This was down from the year to date position as at December 2011 of 97.2%.

**Graph 6: Telephony Performance**



Notes:

1. Computer system enhancements were implemented in October 2008, with a higher proportion of calls now being routed direct to the caseworker dealing with that particular case.

## Annex A.

### Initial Clearance Types

This shows a breakdown by type of clearance for all Current Scheme clearances.

Month	Total Clearances	Closed	Nil Liability	Maintenance Direct	Payment Schedule Set Up	
					Payment(s) Made	No Payment Made
Jun-03	14,600	11,600	600	600	1,600	-
Sep-03	37,900	22,800	3,200	1,600	10,000	400
Dec-03	49,400	29,500	3,900	1,900	13,500	700
Mar-04	51,600	29,900	4,300	2,100	14,600	600
Jun-04	62,300	43,200	3,800	2,100	12,800	400
Sep-04	50,900	31,200	3,600	2,400	13,300	300
Dec-04	51,100	29,200	3,700	3,500	14,500	200
Mar-05	70,000	45,200	5,100	4,500	14,900	300
Jun-05	78,800	53,100	5,300	4,900	15,200	300
Sep-05	76,500	49,500	5,500	5,500	15,700	300
Dec-05	85,200	55,300	6,200	6,400	17,000	400
Mar-06	92,800	58,300	8,000	6,800	19,300	400
Jun-06	84,800	51,800	6,500	7,600	18,500	400
Sep-06	83,200	54,400	5,600	6,900	15,900	400
Dec-06	72,900	46,100	5,500	5,600	15,300	400
Mar-07	115,400	77,100	8,700	8,100	20,800	600
Jun-07	91,000	54,300	8,000	8,300	19,700	700
Sep-07	86,700	53,500	6,900	7,600	17,900	700
Dec-07	79,100	48,400	6,200	6,900	17,000	600
Mar-08	85,400	53,500	6,600	6,800	18,100	500
Jun-08	84,700	54,000	6,000	6,600	17,500	600
Sep-08	68,200	49,300	3,100	3,700	11,800	400
Dec-08	42,600	26,600	2,800	2,700	10,200	300
Mar-09	30,700	13,400	3,100	2,700	11,000	500
Jun-09	32,300	16,200	2,500	2,600	10,600	400
Sep-09	28,100	11,100	2,500	2,600	11,500	400
Dec-09	26,500	7,900	2,700	2,800	12,800	400
Mar-10	26,300	8,100	2,700	2,800	12,400	400
Jun-10	25,400	6,800	2,400	2,800	12,800	600
Sep-10	28,200	7,200	2,800	3,500	14,100	700
Dec-10	28,900	7,100	2,700	3,800	14,500	700
Mar-11	29,600	7,500	3,000	4,200	14,100	900
Jun-11	27,500	6,800	2,400	4,100	13,200	900
Sep-11	30,800	7,800	2,700	4,600	14,400	1,300
Dec-11	30,700	7,200	2,400	4,700	14,600	1,900
Mar-12	30,400	7,100	2,400	4,100	9,800	7,100

Notes:

1. Closed category includes applications closed prior to a calculation being carried out, applications where the parent with care is identified as claiming good cause or subject to a reduced benefit decision, the application is actually a change of circumstance on an existing case or where the case is closed after a calculation but prior to a first payment being made.
2. Nil liability includes cases where a nil liability calculation is the first calculation carried out or where a nil liability calculation is carried out prior to receipt of first payment.
3. Maintenance direct includes cases where the first calculation is a maintenance direct arrangement or where a maintenance direct arrangement is made prior to receipt of first payment.
4. Cases where no payment has yet been made will always be artificially high for the latest month of intake. These are cases where a collection schedule has been set up but the first payment may not yet be due.
5. Figures may not sum to clearance figures on page 15 due to rounding.
6. These figures are subject to revision in future publications. Payment(s) made / not made figures are subject to greater degrees of revision to reflect when a first payment is received. Future revisions will reflect any new information which is received after the production of this table.

## Current Scheme Live and Assessed Caseload Status

This shows the status of all Current Scheme cases with an assessment or calculation.

Quarter ending:	Overall	Nil Liability	Assessed not Charging	Nil Compliant	Positive Outcome Caseload		
					Compliant	Maintenance Direct	Others with Receipts
Mar-03	100	-	100	-	-	-	-
Jun-03	7,100	500	4,400	200	400	300	1,200
Sep-03	34,100	3,000	17,600	2,700	5,900	1,000	3,900
Dec-03	65,200	5,700	25,900	8,300	17,900	2,100	5,300
Mar-04	97,400	8,900	33,100	14,900	31,200	3,500	5,800
Jun-04	123,500	11,800	34,500	22,300	44,800	4,900	5,300
Sep-04	146,600	14,400	33,000	31,400	56,600	7,000	4,100
Dec-04	169,600	17,300	32,800	35,300	69,300	10,400	4,400
Mar-05	198,600	21,300	38,100	38,900	79,900	14,700	5,600
Jun-05	229,100	25,500	42,400	43,200	91,200	19,400	7,400
Sep-05	260,300	29,900	45,500	50,000	102,200	24,700	7,900
Dec-05	293,700	34,800	47,300	58,500	113,600	31,300	8,200
Mar-06	333,000	41,200	52,800	62,900	128,800	37,900	9,500
Jun-06	364,700	46,700	53,600	65,800	143,700	45,000	10,100
Sep-06	392,500	51,600	53,100	72,000	154,300	51,500	10,000
Dec-06	418,700	56,600	52,100	81,600	161,500	57,300	9,700
Mar-07	460,700	64,300	57,800	91,200	172,400	64,400	10,600
Jun-07	497,600	71,000	59,400	99,300	185,100	71,800	11,100
Sep-07	529,900	77,000	62,300	105,400	195,000	78,200	11,900
Dec-07	556,700	82,500	62,800	116,600	198,700	84,500	11,500
Mar-08	585,200	88,100	60,800	116,000	216,300	92,300	11,800
Jun-08	631,500	93,800	59,500	121,400	246,300	98,900	11,700
Sep-08	645,000	96,900	55,300	121,200	256,000	102,000	13,600
Dec-08	656,200	99,800	58,000	132,200	247,500	105,000	13,800
Mar-09	666,100	103,200	55,200	116,100	265,500	110,900	15,400
Jun-09	674,000	107,000	53,800	105,700	276,100	114,700	16,800
Sep-09	680,400	100,000	50,800	108,000	286,500	116,300	18,700
Dec-09	691,200	101,600	44,600	107,300	298,400	119,700	19,600
Mar-10	707,400	102,600	46,500	97,400	315,600	123,200	22,100
Jun-10	721,300	104,400	45,700	102,300	321,200	125,500	22,300
Sep-10	738,300	106,300	47,600	107,500	327,200	127,500	22,300
Dec-10	753,400	108,100	44,500	116,600	331,300	130,800	22,100
Mar-11	769,200	109,600	42,200	110,200	346,200	135,100	25,900
Jun-11	781,500	111,600	40,800	112,500	352,500	137,900	26,200
Sep-11	795,000	112,800	37,600	116,800	362,700	140,400	24,800
Dec-11	808,700	113,400	33,300	119,600	375,400	144,300	22,700
Mar-12	818,000	114,700	30,100	113,600	388,000	149,000	22,500

### Notes:

1. Figures from April 2008 reflect the performance of cases managed off system and cases where a payment has been made manually as well as cases on the CS2 computer system.
2. Figures include Current Scheme cases with a full maintenance calculation or default maintenance decision.
3. Cases are classed as compliant if they are currently open, classed as collection service cases at the end of the month, and have been charged and paid money via the collection service (either regular maintenance and/or arrears) over the preceding quarter.
4. Cases are classed as assessed and not charging (that is to say they have a positive liability but no active charging schedule is in place) if they have this status at the end of the quarter, and there have been no charges or receipts via the collection service over the period.
5. "Nil liability" means that no payments were expected on the case and "Nil compliant" means that payments were expected but none were received.
6. Cases are classed as maintenance direct if this is their status at the end of the quarter.

## Old Scheme Live and Assessed Caseload Status

This shows the status of all Old Scheme cases with an assessment or calculation.

Quarter ending:	Positive Outcome Caseload						
	Overall	Nil Liability	Assessed not Charging	Nil Compliant	Compliant	Maintenance Direct	Others with Receipts
Mar-03	995,000	456,700	52,600	107,300	284,900	91,500	1,900
Jun-03	985,400	457,000	54,400	103,300	276,500	90,300	3,800
Sep-03	965,600	447,600	54,300	104,500	267,200	88,100	3,900
Dec-03	935,400	436,700	47,000	104,600	259,100	84,900	3,100
Mar-04	910,200	423,400	42,900	105,300	252,800	82,600	3,200
Jun-04	893,500	415,800	41,900	105,600	246,200	80,800	3,200
Sep-04	880,600	406,800	45,900	104,900	239,900	79,800	3,300
Dec-04	868,300	389,700	62,300	102,400	230,100	80,100	3,800
Mar-05	855,500	390,700	59,300	102,000	220,400	78,800	4,400
Jun-05	845,000	388,600	63,000	96,200	213,300	78,500	5,400
Sep-05	831,100	383,800	64,100	93,300	207,500	77,000	5,400
Dec-05	816,400	378,300	66,100	88,400	202,100	76,000	5,600
Mar-06	800,400	372,500	69,400	80,300	197,100	75,000	6,100
Jun-06	788,200	369,600	73,000	73,900	191,300	74,100	6,200
Sep-06	775,600	364,800	73,100	72,400	185,500	73,700	6,100
Dec-06	747,600	357,900	59,700	74,800	178,500	70,300	6,500
Mar-07	720,300	349,400	50,000	73,200	172,100	67,800	7,800
Jun-07	707,600	341,400	51,100	71,300	167,200	67,200	9,500
Sep-07	694,700	334,900	51,000	67,200	163,800	66,400	11,300
Dec-07	669,700	330,800	41,600	62,800	157,500	64,100	13,000
Mar-08	651,800	324,400	41,000	59,100	153,400	61,700	12,300
Jun-08	632,100	317,200	37,700	55,500	150,500	59,800	11,500
Sep-08	620,200	312,600	37,200	53,700	146,100	58,800	11,800
Dec-08	607,300	306,200	37,700	52,300	141,700	57,800	11,500
Mar-09	578,800	300,800	27,200	49,100	136,600	54,500	10,700
Jun-09	560,400	291,600	26,900	45,300	132,600	53,700	10,200
Sep-09	538,700	285,100	21,500	43,100	127,700	51,300	10,000
Dec-09	521,900	279,600	19,500	41,100	122,900	49,700	9,100
Mar-10	443,300	208,200	10,800	37,600	126,000	46,600	14,200
Jun-10	429,500	203,200	10,200	36,600	121,400	45,400	12,600
Sep-10	415,600	193,500	10,100	35,700	118,100	44,500	13,700
Dec-10	398,800	189,800	9,500	36,200	110,000	41,000	12,300
Mar-11	376,500	174,300	8,700	32,100	108,000	39,000	14,300
Jun-11	362,000	169,700	8,600	30,900	102,300	37,500	13,000
Sep-11	347,600	157,900	7,900	31,400	100,500	35,900	14,000
Dec-11	331,800	150,800	7,700	32,000	94,200	34,400	12,800
Mar-12	310,400	140,800	5,900	27,400	90,500	32,700	13,100

### Notes:

- Figures from April 2008 reflect the performance of cases managed off system and cases where a payment has been made manually as well as cases on the CS2 and CSCS computer systems.
- Figures include Old Scheme cases with a full or interim maintenance assessment.
- Cases are classed as compliant if they are currently open, classed as collection service cases at the end of the month, and have been charged and paid money via the collection service (either regular maintenance and/or arrears) over the preceding quarter.
- Cases are classed as assessed and not charging (that is to say they have a positive liability but no active charging schedule is in place) if they have this status at the end of the quarter, and there have been no charges or receipts via the collection service over the period.
- "Nil liability" means that no payments were expected on the case and "Nil compliant" means that payments were expected but none were received.
- Cases are classed as maintenance direct if this is their status at the end of the quarter.
- A drop in the caseload can be seen from January 2010 which can be attributed to the removal of suspended cases on the CSCS computer system as outlined in the general notes section.

## Current Scheme Cases/Children Benefiting from Maintenance

This shows the number of Current Scheme cases from which a payment was received or which had a maintenance direct arrangement in place over a 3 month period and the number of children benefiting from such a payment or arrangement.

Quarter ending:	Current Scheme Cases - in which:			Children benefiting from maintenance
	Maintenance due	Positive outcome	% with positive outcome	
Mar-03	100	-	-	-
Jun-03	6,500	1,900	29.2	3,000
Sep-03	31,100	10,800	34.7	16,400
Dec-03	59,500	25,300	42.5	37,800
Mar-04	88,500	40,500	45.8	60,000
Jun-04	111,700	55,000	49.2	81,200
Sep-04	132,200	67,700	51.2	98,900
Dec-04	152,300	84,100	55.2	121,700
Mar-05	177,300	100,200	56.5	144,400
Jun-05	203,600	117,900	57.9	168,900
Sep-05	230,400	134,800	58.5	192,500
Dec-05	258,900	153,100	59.1	217,500
Mar-06	291,800	176,200	60.4	249,900
Jun-06	318,100	198,700	62.5	281,900
Sep-06	340,900	215,900	63.3	305,200
Dec-06	362,100	228,400	63.1	322,100
Mar-07	396,400	247,400	62.4	347,500
Jun-07	426,600	268,000	62.8	375,500
Sep-07	452,800	285,100	63.0	397,700
Dec-07	474,200	294,700	62.1	410,700
Mar-08	497,200	320,400	64.4	445,600
Jun-08	537,700	356,900	66.4	494,700
Sep-08	548,100	371,600	67.8	513,300
Dec-08	556,400	366,200	65.8	501,300
Mar-09	563,000	391,700	69.6	534,800
Jun-09	567,000	407,600	71.9	555,900
Sep-09	580,400	421,500	72.6	572,800
Dec-09	589,600	437,700	74.2	594,400
Mar-10	604,800	460,900	76.2	624,300
Jun-10	616,900	469,000	76.0	636,900
Sep-10	632,100	477,000	75.5	643,600
Dec-10	645,300	484,200	75.0	652,300
Mar-11	659,600	507,200	76.9	681,100
Jun-11	669,800	516,600	77.1	693,400
Sep-11	682,200	527,800	77.4	704,900
Dec-11	695,300	542,400	78.0	723,000
Mar-12	703,300	559,500	79.6	746,400

### Notes:

1. Figures from April 2008 reflect the performance of cases managed off system and cases where a payment has been made manually as well as cases on the CS2 computer system.
2. While it has been possible to include the performance of cases managed off system at Agency level since October 2006, it has only been possible to provide a scheme split from April 2009. Therefore figures in this Annex will differ from the Agency figures in the main publication.
3. Cases are counted as having a positive maintenance outcome if they have received a payment via the collection service in the quarter or have a maintenance direct agreement in place. Cases are classed as maintenance direct if this is their status at the end of the quarter.

## Old Scheme Cases/Children Benefiting from Maintenance

This shows the number of Old Scheme cases from which a payment was received or which had a maintenance direct arrangement in place over a 3 month period and the number of children benefiting from such a payment or arrangement.

Quarter ending:	Old Scheme Cases - in which:			Children benefiting from maintenance
	Maintenance due	Positive % with positive outcome	Positive % with positive outcome	
Mar-03	538,300	378,300	70.3	548,100
Jun-03	528,300	370,600	70.1	536,100
Sep-03	518,100	359,200	69.3	517,900
Dec-03	498,700	347,200	69.6	496,700
Mar-04	486,800	338,700	69.6	477,600
Jun-04	477,600	330,200	69.1	461,500
Sep-04	473,800	323,100	68.2	449,300
Dec-04	478,600	313,900	65.6	433,200
Mar-05	464,800	303,600	65.3	416,600
Jun-05	456,400	297,200	65.1	405,800
Sep-05	447,300	290,000	64.8	393,900
Dec-05	438,100	283,700	64.8	382,100
Mar-06	427,900	278,200	65.0	373,100
Jun-06	418,500	271,600	64.9	362,600
Sep-06	410,900	265,300	64.6	351,500
Dec-06	389,700	255,200	65.5	334,600
Mar-07	371,000	247,700	66.8	323,000
Jun-07	366,300	243,900	66.6	315,200
Sep-07	359,800	241,600	67.1	309,100
Dec-07	338,900	234,600	69.2	295,600
Mar-08	327,400	227,300	69.4	284,800
Jun-08	315,000	221,800	70.4	276,600
Sep-08	307,600	216,700	70.5	268,300
Dec-08	301,100	211,100	70.1	258,300
Mar-09	278,000	201,800	72.6	245,700
Jun-09	268,900	196,600	73.1	238,000
Sep-09	253,600	189,000	74.5	226,500
Dec-09	242,300	181,700	75.0	215,400
Mar-10	235,200	186,800	79.4	221,400
Jun-10	226,200	179,400	79.3	212,300
Sep-10	222,000	176,200	79.4	207,200
Dec-10	209,000	163,300	78.1	189,500
Mar-11	202,100	161,300	79.8	186,700
Jun-11	192,300	152,800	79.5	175,300
Sep-11	189,800	150,500	79.3	171,200
Dec-11	181,000	141,400	78.1	159,600
Mar-12	169,600	136,300	80.4	153,300

### Notes:

1. Figures from April 2008 reflect the performance of cases managed off system and cases where a payment has been made manually as well as cases on the CS2 and CSCS computer systems.
2. While it has been possible to include the performance of cases managed off system at Agency level since October 2006, it has only been possible to provide a scheme split from April 2009. Therefore figures in this Annex will differ from the Agency figures in the main publication.
3. Cases are counted as having a positive maintenance outcome if they have received a payment via the collection service in the quarter or have a maintenance direct agreement in place. Cases are classed as maintenance direct if this is their status at the end of the quarter.

## Reasons for Case Closure Following Calculation

This shows a breakdown by reason for closure for all Current Scheme closures (including cancelled/withdrawn cases) following calculation.

Quarter Ending	Total Closures following Calculation	Application not pursued by Applicant	Application Not Eligible / No Longer Valid	Application Superseded	Reconciliation	Other
Jun-03	100	-	-	-	-	-
Sep-03	600	400	100	-	100	-
Dec-03	1,500	1,000	200	100	200	-
Mar-04	2,400	1,500	300	100	400	100
Jun-04	2,300	1,400	400	100	400	100
Sep-04	2,600	1,400	600	100	400	100
Dec-04	2,600	1,300	700	100	500	100
Mar-05	2,700	1,200	700	200	600	100
Jun-05	2,800	1,100	800	200	600	100
Sep-05	3,100	1,100	1,000	200	700	200
Dec-05	3,700	1,200	1,400	200	700	200
Mar-06	4,200	1,300	1,500	200	900	300
Jun-06	4,200	1,200	1,400	200	1,000	400
Sep-06	4,800	1,400	1,800	200	1,000	400
Dec-06	5,000	1,500	2,100	200	1,000	200
Mar-07	5,700	1,600	2,200	400	1,200	300
Jun-07	6,000	1,700	2,300	500	1,200	300
Sep-07	6,700	1,800	2,800	600	1,100	300
Dec-07	6,400	1,700	2,800	500	1,000	300
Mar-08	7,200	2,000	3,000	600	1,300	400
Jun-08	7,300	2,000	3,000	600	1,200	400
Sep-08	7,700	1,700	3,700	600	1,100	600
Dec-08	12,300	5,100	4,900	400	1,300	600
Mar-09	12,800	5,900	4,300	400	1,600	600
Jun-09	11,000	5,100	3,600	200	1,500	600
Sep-09	13,000	4,900	6,200	200	1,300	500
Dec-09	9,400	4,000	3,800	100	1,000	400
Mar-10	9,400	4,400	3,400	100	1,000	500
Jun-10	7,500	3,200	3,000	100	800	400
Sep-10	8,900	2,900	4,600	-	900	400
Dec-10	9,300	3,200	4,900	-	700	400
Mar-11	10,300	3,800	4,800	-	1,100	600
Jun-11	8,500	3,300	3,900	-	800	500
Sep-11	11,400	3,300	6,700	-	800	600
Dec-11	10,600	3,400	5,900	-	800	500
Mar-12	10,200	3,900	5,000	-	800	400

### Notes:

1. A closure is defined under the following circumstances; an application has been cancelled or withdrawn, 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 or terminated.
2. Closures as above, though completed by case worker, can be initiated by either the system or the user themselves. Where case workers initiate closures, the closure reason is selected from a pre-defined list. As this is subjective, in some instances the selected reason may not reflect the actual reason for closure.
3. Figures do not include performance of cases processed off system.
4. Figures only include cases closed after a maintenance calculation has taken place.
5. The figures in this table are subject to revision in future publications. Future revisions will reflect any new information which is received after the production of this table.
6. A change in legislation in October 2008 removed the compulsion for parents with care on income based benefit (Income Support or Jobseeker's Allowance (Income Based)) to pursue a claim for child support through the Agency. After this date, it is expected that some parents with care will opt to end their child support claim with CSA.

## Further Information.

For further details, visit: <http://www.childmaintenance.org/en/publications/statistics.html>