

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

## Geographic Coverage

Great Britain

## Breakdowns

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

On the 10 December 2012 a new Child Maintenance Scheme was launched. A pathfinder approach has been taken to the launch of the scheme. All new applications with four or more children relating to the same Non Resident Parent and Parent with Care are being accepted onto the 2012 scheme. The CSA QSS excludes cases on the 2012 scheme. The publication strategy for cases on the 2012 scheme is in development.

## Geographical Breakdowns

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

## Timing

Quarterly

## Producer

Department for Work and Pensions.

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

## QSS Tables:

Table	Description	Source
<b>Table 1: Quarterly Caseload by Scheme: Live and Assessed Cases</b>	The live or assessed caseload broken down by scheme as at each quarter.	1) CS2 data 2) CSCS data 3) Clerical Case Database 4) Manual Payments feed 5) Outstanding Maintenance Direct Task feed
<b>Table 2: Clerical Case Database</b>	The number of cases administered off system on the Agency's Clerical Case Database as at each quarter.	1) Clerical Case Database
<b>Table 3: Intake/Clearances and Uncleared work</b>	The number of new 2003 scheme applications for child maintenance received each quarter, the number cleared each quarter and the number remaining uncleared each quarter across both schemes.	Intake and Clearances 1) CS2 data Uncleared Work 1) CS2 data 2) Clerical Case Database 3) Clerical clearance feed
<b>Table 4: Time to Clear applications</b>	The percentage of 2003 scheme applications cleared each month within 12, 18 and 26 weeks of the child maintenance application date	1) CS2 data 2) Clerical clearance feed
<b>Table 5: Caseload Status</b>	The live or assessed caseload broken down by compliance status each quarter.	1) CS2 data 2) CSCS data 3) Clerical Case Database 4) Manual Payments feed 5) Outstanding Maintenance Direct Task feed
<b>Table 6: Cases/Children Benefiting from Maintenance</b>	The number of cases which have a positive outcome in quarter expressed as a percentage of those cases where a child maintenance payment was expected.  The number of qualifying children on cases with a positive outcome.	1) CS2 data 2) CSCS data 3) Clerical Case Database 4) Manual Payments feed 5) Outstanding Maintenance Direct Task feed

<p><b>Table 7: Annual Cases/Children Benefiting from Maintenance</b></p>	<p>The number of cases which have a positive outcome in the previous 12 months expressed as a percentage of those cases where a child maintenance payment was expected.</p> <p>The number of qualifying children on cases with a positive outcome.</p>	<p>1) CS2 data 2) CSCS data 3) Clerical Case Database 4) Manual Payments feed 5) Outstanding Maintenance Direct Task feed</p>
<p><b>Table 8: Maintenance Collected and Arranged: Quarterly Measure</b></p>	<p>The amount of regular child maintenance collected, receipts allocated to an arrears schedule each quarter as well as the estimated value of maintenance direct arrangements each quarter.</p>	<p>Collections 1) Agency's General Ledgers (BMSR system) 2) CS2 data 3) CSCS data Value of Maintenance Direct 1) CS2 data 2) CSCS data 3) Clerical Case Database 4) Outstanding Maintenance Direct Task feed</p>
<p><b>Graph 5: Outstanding Maintenance Arrears</b></p>	<p>The total level of outstanding arrears of maintenance owed by non resident parents as at the end of each quarter</p>	<p>1) Agency's General Ledgers (BMSR system)</p>
<p><b>Table 9: Arrears Distribution</b></p>	<p>The distribution of cases with outstanding maintenance arrears and the distribution of the value of arrears for latest month</p>	<p>1) CS2 data 2) CSCS arrears data</p>
<p><b>Table 10: Enforcement</b></p>	<p>The number of enforcement processes carried out each year in order to secure payment of child maintenance.</p>	<p>1) Agency Legal Management Information system 2) CS2 data 3) CSCS data 4) Clerical bailiff feed</p>
<p><b>Graph 6: Telephony Performance</b></p>	<p>The percentage of calls answered within 60 seconds each month and year to date</p>	<p>1) IPCC Telephony system</p>

<b>Initial Clearance Types</b>	Number of 2003 scheme case clearances by type of clearance each quarter	1) CS2 data
<b>Live and Assessed Caseload Status (by Scheme)</b>	The live or assessed caseload broken down by scheme and compliance status each quarter.	1) CS2 data 2) CSCS data 3) Clerical Case Database 4) Manual Payments feed 5) Outstanding Maintenance Direct Task feed
<b>Cases/Children Benefiting from Maintenance (by Scheme)</b>	The number of cases which have a positive outcome in quarter expressed as a percentage of those cases where a child maintenance payment was expected broken down by scheme.  The number of qualifying children on cases with a positive outcome broken down by scheme.	1) CS2 data 2) CSCS data 3) Clerical Case Database 4) Manual Payments feed 5) Outstanding Maintenance Direct Task feed
<b>Reasons for Case Closure Following Calculation</b>	The number of 2003 scheme cases cancelled/withdrawn of closed each quarter by reason for closure.	1) CS2 data

## ***Off System Performance***

Off system performance has been included in the above tables where possible. Where this has been possible the relevant table has been footnoted in the QSS. The tables where it has been possible to include off system performance are;

- Table 1: Quarterly Caseload by Scheme: Live and Assessed Cases
- Table 2: Clerical Case Database
- Table 3: Intake/ Clearances and Uncleared work
- Table 4: Time to Clear applications
- Table 5: Caseload Status
- Table 6: Cases/Children Benefiting from Maintenance (Quarterly)
- Table 7: Annual Cases/Children Benefiting from Maintenance
- Table 8: Maintenance Collected and Arranged: Quarterly Measure
- Graph 5: Outstanding Maintenance Arrears
- Table 10: Enforcement
- Live and Assessed Caseload (by Scheme)

- Cases/Children benefiting from Maintenance (by Scheme)

## ***Data Sources:***

### **CS2 Data**

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

### **CSCS Data**

A 5% sample 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. CSCS data is a component of 1993 scheme figures and therefore total Agency figures. These totals are therefore subject to a degree of sampling variation.

This sampling variation is greater in proportional terms when the number estimated is small. As the caseload administered on the CSCS computer system declines with cases transferred onto the CS2 computer system or older cases are closed, the sampling variation will increase in proportional terms.

### **CSCS arrears data**

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

### **Clerical Case Database data**

A 100% download of all cases administered off system on the Clerical Case Database. This file is received in Microsoft Access format each week and the feed closest to end month is matched against the CS2 data feed.

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

### **Clerical Clearance feed**

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

on the CS2 feed and a clearance date is matched onto the CS2 feed. This is used only for the throughput and uncleared work measures.

### **Manual Payments feed**

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

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

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

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

### **BMSR**

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

### **Enforcement MI system**

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

### **IPCC Telephony system**

An automated telephony system which routes callers to the correct caseworker. This system has a built in management information capability which produces detailed reports including calls received, calls answered and speed to answer for all calls.

### **Accuracy Data**

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

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

### **Postcode Directory**

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

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

## ***Definitions***

### **Arrears of Maintenance**

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

### **Assessed not Charging**

Cases where a liability to pay child maintenance exists but no collection schedule is in place. Reasons for this include instances where the first expected collection date has not yet been reached or where legal enforcement activity is in place.

### **Assessed not Charging with receipts**

Cases where a liability to pay child maintenance exists but no collection schedule is in place and child maintenance receipts have been received in the quarter. Reasons for this include instances where the non-resident parent has paid earlier than the first expected collection date or where the non-resident parent has paid in the last 3 months and the case has switched to assessed not charging after this payment i.e. timing differences.

### **Cancelled/Withdrawn**

Cases where no ongoing child maintenance liability exists and the case is going through the closure process but cannot be fully closed as outstanding actions or arrears of maintenance exist on the case.

### **Cancelled/Withdrawn with receipts**

Cases where no ongoing child maintenance liability exists and the case is going through the closure process but cannot be fully closed as outstanding actions or arrears of maintenance exist on the case. Child maintenance receipts have been received in the quarter. Reasons for this could include timing differences where the non-resident parent has paid in the last quarter

and the case has then been cancelled/ withdrawn within the quarter but after the payment was received.

### **Clerical Case Database**

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

### **Clerical Clearance feed**

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

### **Closed Cases**

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

### **Collection Schedule**

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

### **Compliant**

Cases where regular maintenance and/or arrears have been requested in the quarter and child maintenance has been allocated to a case in that quarter. This includes parents who are paying their liability in full as well as those who are paying in part (any payment received in the previous quarter).

### **CS2 computer system**

Computer system introduced in 2003 to administer child maintenance cases.

### **CSCS computer system**

Computer system introduced in 1993 to administer child maintenance cases.

### **2003 scheme**

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

### **2003 scheme Case Clearances**

A 2003 scheme clearance is defined under the following circumstances:

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



## **General Ledgers**

The Agency's computer system that records collections and outstanding arrears of maintenance.

## **Live and Assessed caseload**

Cases that are assessed as:

- nil liability,
- assessed not charging,
- nil compliant,
- compliant,
- maintenance direct,
- assessed not charging,
- cancelled/ withdrawn but receipts have been received.

Live and assessed caseload includes arrears only cases where maintenance has been requested and/or received in quarter.

## **Maintenance Direct**

Cases in which the maintenance calculation has been derived by the Child Support Agency (after assessment of the case) and the non-resident parent pays child maintenance directly to the parent with care. These cases are assumed to be fully compliant (since clients can come back to the CSA if there is a default on their payment or to request a revised calculation) .As such, Maintenance Direct cases are included in the positive outcome measures throughout this release.

## **Manual Payment**

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

## **Nil Compliant**

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

## **Nil Liability**

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

## **Nil Liability with Receipts**

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

## **Non-resident Parent**

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

### **1993 scheme**

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

1993 scheme clearances are defined under the following circumstances:

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

### **Outstanding Maintenance Direct Tasks**

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

### **Parent/Person with Care**

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

### **Positive Liability**

Cases where ongoing maintenance and/or arrears of maintenance is requested (collection schedule in place), or a maintenance direct arrangement is in place at the end of the quarter.

### **Positive Outcome**

Cases which are compliant (receiving some level of child maintenance in the last quarter) or have a maintenance direct arrangement in place or where the case is nil liability, assessed not charging, cancelled/withdrawn, but receipts have still been received.

### **Qualifying Child**

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

### **Regular Maintenance**

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

### **Uncleared cases**

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