



Child Support Agency Quarterly Summary of Statistics for Great Britain

December 2013

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Introduction

The Department for Work and Pensions (DWP) is responsible for the child maintenance system in Great Britain. It funds information and support for separating parents and runs the statutory child maintenance schemes, which calculate how much should be paid and assist with collection arrangements. The first of the statutory schemes was introduced in 1993 and then replaced with a new scheme in 2003 with both currently operated through the Child Support Agency (CSA). A new scheme was then introduced in 2012 which is operated by the Child Maintenance Service.

This publication contains the most up-to-date tables and breakdowns on the 1993 and 2003 schemes operated through the CSA and is used by a wide range of stakeholders both internally and externally to review and monitor performance against key areas including:

- the number of children benefiting from maintenance
- total value of money collected and arranged
- number of cases where there has been a successful outcome.

Experimental Statistics on the 2012 Scheme covering the period of August 2013 - September 2013 were published on 25 November 2013, and are available at: <https://www.gov.uk/government/collections/ad-hoc-statistical-analysis-2013-quarter-4>

The data 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 27 October 2008, affects around 400,000 CSA clients who can now choose to make private maintenance arrangements with the non-resident parent.

Previous versions of the Summary of Statistics can be found on the [DWP site](#).

Detailed information on users and uses of these statistics can be found in the General Notes section of the publication on page 53.

For a summarised version of the key statistics covered please read the [Child Support Agency Quarterly Summary Statistics first release](#).

Changes in this QSS

On 15 May 2013 a consultation was launched seeking views on changes to existing tables and proposed new tables, which would incorporate new methodologies and data sources.

A copy of the consultation document can be found at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/207393/csa_qss_consultation_2013.pdf

A response to this consultation was published on 19 September 2013 which can be found at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/243678/csa-qss-changes-consultation-response.pdf

The changes detailed in the response have now been made. As proposed we have now moved to a new methodology which allows us to compare receipts with accrued liability. Accrued Liability is the amount of maintenance which is required to be collected, regardless of the amount of maintenance requested.

Changing the methodology in this way gives a more accurate, balance-sheet based approach to case compliance, where we can track whether an arrears balance increases or decreases, and reflects more closely to the experience of clients.

We have also taken this opportunity to develop the use of 100% Customer Service Computer System (CSCS) data, rather than the existing 5% sample, aligning all data sources to 100%, thus giving more accurate performance data.

As well as reporting against key performance measures using the new methodology, we have also introduced a number of new tables which provide users with more detailed breakdowns around the average liability of cases, the number of qualifying children, liabilities and credits, and outstanding arrears. Much of this new information is split between Collection Service and Maintenance Direct cases, to show how case characteristics differ between these types of cases.

Due to the development time required, new tables will only report back to January 2012.

Help Us Improve Our Publication

We are constantly aiming to improve this release and its associated commentary. We would welcome any feedback you might have.

Statistician: Gemma Stewart

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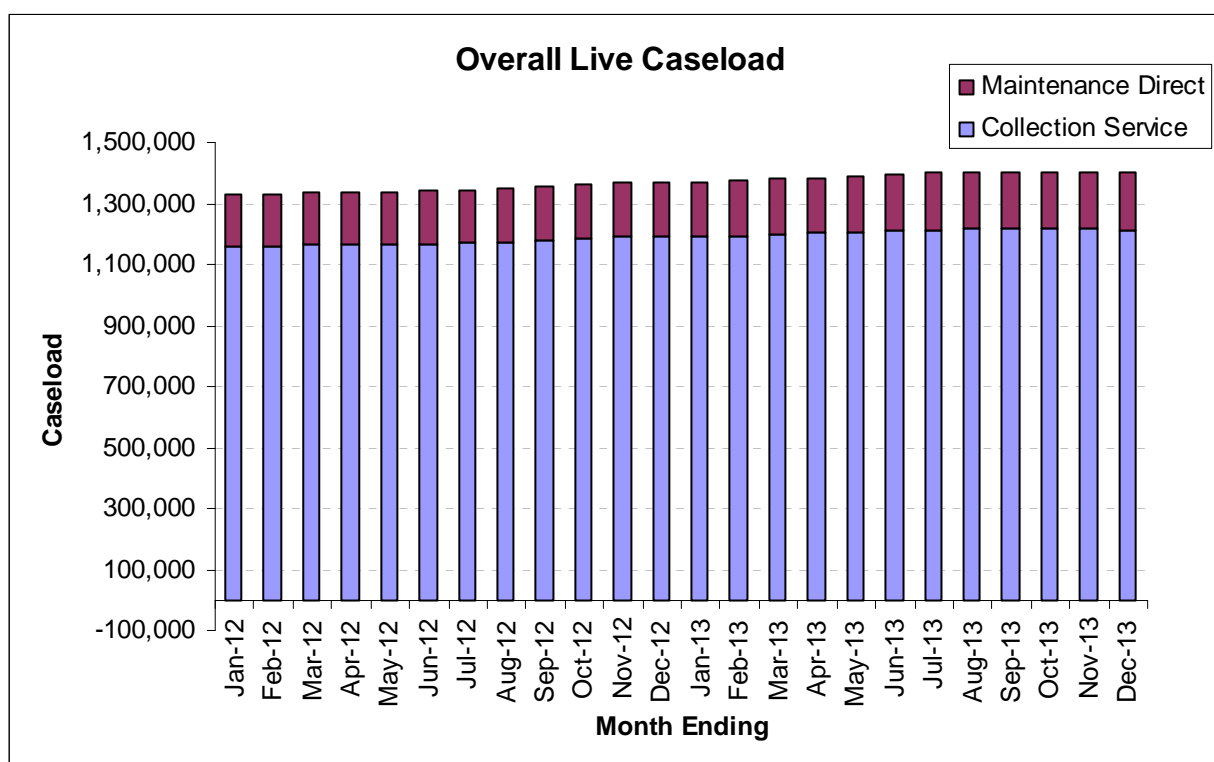
Email: csa.qss@dwp.gsi.gov.uk

Key facts

Executive Summary

- In the quarter to December 2013 there were 11,600 new applications onto the 2003 scheme, which is almost half of the amount received in the quarter to September 2013. As of the 25 November 2013 all new applications are now going on directly onto the 2012 scheme which can be seen in the substantial decrease in new applications.
- The live caseload decreased to 1,400,800 in the quarter to December 2013, of which those due to pay via the Collection Service also decreased; while those due to pay via Maintenance Direct have seen a slight increase. This reflects the encouragement of parents to co-operate and use a Maintenance Direct payment method. In **92.1%**¹ of live cases, the non resident parent is male.

Graph 1: Caseload



- In the quarter to December 2013, **639,100** (or 84.1%) cases were paying towards their maintenance out of **759,800** cases with a child maintenance liability, i.e. an assessment to pay maintenance. The number of cases with a current liability generally increased in the period from January 2012 to July 2013, but has been on a downward trend since then, reflecting the decrease in caseload due to the pathfinder approach of the implementation on the 2012 scheme. Despite the overall increase from January 2012, the percentage of cases contributing towards a current liability has remained consistent, at around 83-84%, with the latest quarter showing a small increase.

Money Collected and Children Benefiting

- In the quarter to December 2013, **887,200** children were benefiting from maintenance which is down from 908,200 in September 2013. The number of children benefiting from maintenance has increased by 34,100 since January 2012.
- Maintenance of **£314.8m** was collected or arranged by the CSA in the quarter to December 2013. This is down by £9.4m from £324.2m collected and arranged in the previous quarter. Maintenance collected and arranged has shown a substantial increase from March 2005 when it was £207.7m when the Operational Improvement Plan was introduced.
- **£1,270.0m** maintenance was collected or arranged in the 12 months to December 2013, of which **£159.1m** was arrears. This is up from £1,263.3m in the 12 months to September 2013, of which £164.6m was arrears.
- Since the introduction of the Operational Improvement Plan in March 2005, the amount of maintenance collected or arranged gradually began to increase, as did the amount of money collected towards arrears. In the 12 months to March 2005, £798.2m maintenance was collected or arranged, of which £68.2m was arrears. More information about this plan, which redesigned the UK's child maintenance system can be found here:
<http://webarchive.nationalarchives.gov.uk/20120104120950/http://www.childmaintenance.org/en/pdf/oip.pdf>

Service

- **53.7%** of cases received in September 2013 were cleared within 12 weeks. This is a decrease from 87.8% in September 2012. In March 2005 when the Operational Improvement Plan was introduced, 39.7% of cases were cleared within 12 weeks. From 25 November 2013, all intake of new applications are progressed on the 2012 scheme. The focus on the remaining applications on 2003 scheme is to clear as many as possible by March 2014 regardless of the receipt date, which has resulted in the decrease in the clearance measure.
- **3,820** complaints were received in the quarter to December 2013 while **3,720** complaints were closed. There were **1,450** complaints with outstanding actions as at December 2013. This compares with 3,770 complaints received in the previous quarter, 3,910 closed and 1,320 with outstanding actions.
- Of the complaints received this quarter **47%** were received from a non resident parent and **52%** from a parent with care.
- **99.6%** of complaints in the 6 months to December 2013 were resolved or had a resolution plan in place within 15 days. This compares to 99.3% in the 6 months to December 2012.
- In the 12 months to December 2013, **4,415** appeals, where a client challenges the maintenance decision, were received. In the 12 months to December 2013, **5,675** appeals were either withdrawn, had a decision revised or referred to The Tribunal Service².

- In the 12 months to December 2013, it took on average, **7.2** weeks to clear appeals through the first stage of the appeals process and **4.1** days for the Child Support Agency to revise maintenance calculations following a decision from The Tribunal Service.
- **2,289,400** telephone calls were answered in the 9 months to December 2013, with the calls answered from the queue in an average of **36** seconds. This compares to the 9 months to December 2012 where 2,558,300 telephone calls were answered, with the average waiting time of 33 seconds.
- Of those cases checked in the rolling 12 months to December 2013 **95.5%**³ were accurate to within £1 or 2% of the correct calculation, a decrease of 1.1 percentage points on December 2012 when it stood at 96.6%.
- At the end of December 2013, rolling 12 month performance on accuracy showed that assessments were **98.1%** accurate³, which is a decrease on from the December 2012 figure of 98.5%.
- In the quarter to December 2013 **7,300** full time equivalent staff were employed to support the Child Maintenance system. Net administration costs in 2011/12 for the delivery of the statutory maintenance schemes were **£420m**⁴. The net administration costs for April to July 2012 were **£127m**³.

Notes:

- 1) The percentage of cases where the non resident parent is male excludes cases managed off-system, which accounts for approximately 7% of the live caseload. The calculation is based on the live cases on 1993 and 2003 schemes, excluding cases managed off system.
- 2) HM Courts & Tribunals Service is an agency of the Ministry of Justice. HM Courts & Tribunals Service aims to ensure that all citizens receive timely access to justice according to their different needs, whether as victims or witnesses of crime, defendants accused of crimes, consumers in debt, children at risk of harm, businesses involved in commercial disputes or as individuals asserting their employment rights or challenging the decisions of governments bodies. For further information please visit: <http://www.justice.gov.uk/about/hmcts>.
- 3) Accuracy figures are derived by checking a sample of cases on which new assessments have been carried out to ensure that the calculation was correct.
- 4) Net administration costs for 2011/12 have been published at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/221408/cmec-report-and-accounts-11-12.pdf. Net administration costs after July 2012 will not be published as CSA became a part of DWP and costs are not available for the CSA as a separate entity.

Summary of Key Measures

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

Key Measures				
	March 2012	March 2013	December 13	13/14 Indicator
% of cases making a contribution towards current liability in the quarter ^(1,2,4)	84.0%	83.7%	84.1%	83.0%
Number of Cases Contributing towards Current Liability ^(1,2,4)	619,300	646,400	639,100	.
Number of Cases with a Current Liability ^(1,2,4)	737,000	772,600	759,800	.
Percentage of Cases paying Full Liability (90% or more) ^(1,4,6)	61.1%	59.4%	58.8%	.
Number of Children Benefiting at quarter end ^(1,2)	871,100	905,400	887,200	858,000
Maintenance Collected or arranged ^(1,2,3) (12 month rolling figure)	£1188.9m ⁵	£1,229.9m	£1,270.0m	£1,199.4m
Throughput ⁽¹⁾				
12 weeks (Dec intake)	88.4%	87.5%	53.7% (Sep intake)	.
18 weeks (Oct intake)	93.8%	94.3%	89.1% (Jul intake)	.
26 weeks (Sep intake)	97.7%	97.1%	96.0% (Mar intake)	.
Outstanding Arrears ⁽¹⁾	£3,822.6m	£3,814.6m	£3,859.4m	.

Notes:

- 1) Measures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) Maintenance Direct is where, following a maintenance calculation by CSA, the non resident parent pays child maintenance directly to the parent with care. Cases which are recorded as Maintenance Direct, approximately 13% of the live caseload in the quarter to December 2013, are assumed to be fully meeting their current liability since clients can come back to the CSA if there is a default on their payment or to request a new calculation.
- 3) Maintenance collected and arranged is sourced from internal management information, so may differ from those reported in CSA's Annual Report and Accounts.
- 4) Following internal analysis of child maintenance systems and external consultation it was agreed to move to report cases paying full liability as those cases paying 90% of their liability, as it provides a more accurate and meaningful measure.
- 5) March 2012 Maintenance Collected or Arranged figure is based on old methodologies.

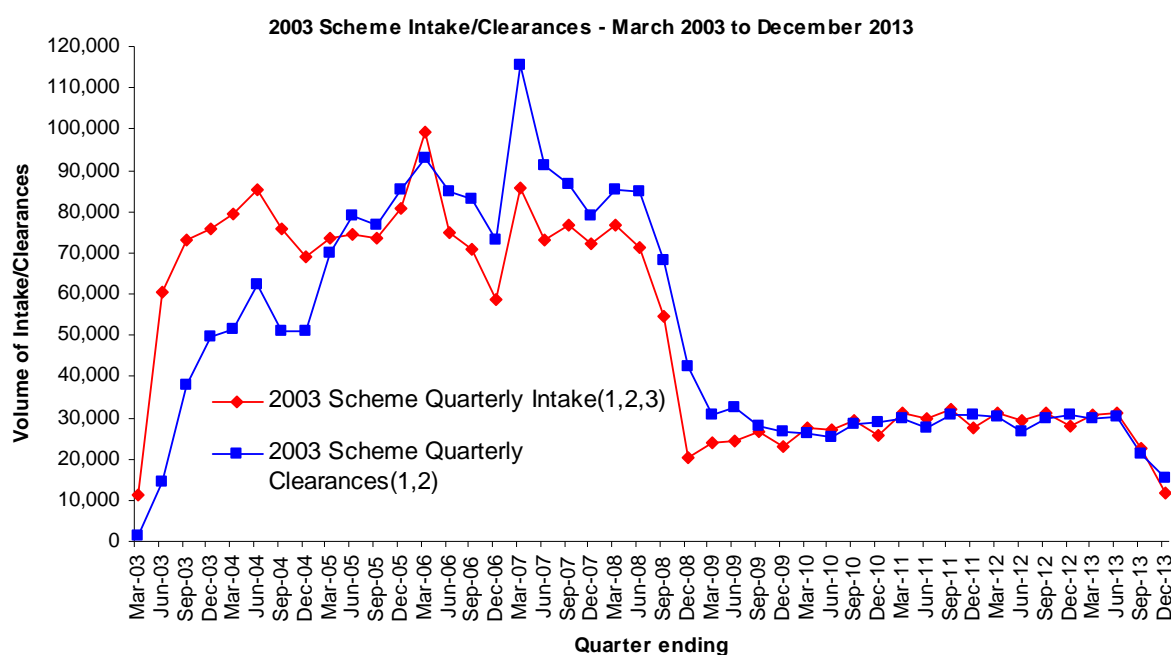
Intake, Clearances and Uncleared work

This shows the total intake of 2003 Scheme applications, total clearances and total remaining uncleared applications.

- New applications to the Agency decreased to **11,600** in the quarter to December 2013, down from 22,400 in September 2013, whilst there were **15,500** 2003 Scheme clearances down from 21,100 clearances, and **11,300** uncleared applications across all schemes decreasing from 15,100 in September.

Following fluctuations in both 2003 Scheme Intake and Clearance figures prior to December 2008, the volumes began to even out at approximately 30,000. In the latest quarters, the figures have reduced significantly due to the pathfinder approach into launching the new 2012 Scheme. Starting on 10 December 2012 all new applications with four or more children relating to the same parent with care and non resident parent were accepted onto the 2012 scheme. From 29 July 2013 the 2012 scheme was opened up to cases with two or more children, where at least two of the children relate to the same non resident parent. As of 25 November 2013 all applications are being accepted onto the 2012 Scheme.

Graph 2: 2003 Scheme Intake/Clearances



Notes:

- 1) Intake and clearances figures include 2003 statutory scheme cases, excluding the performance of cases managed off system.
- 2)
 - a. 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.
 - b. 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 2003 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.
 - c. A small sample of cases indicates that most uncleared applications reported as 1993 Scheme were in fact 2003 Scheme.
- 3) Intake figures in this table may differ from intake figures on page 16. 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 16 are based on the date when a customer first made contact with the Agency.
- 4)
 - a. 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

- b. Intake figures count applications for Child Support. Not all applications become live cases. Similarly, clearances count all applications cleared and not just live cases.
- c. 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 was expected that some parents with care would opt to end their child support claim with CSA.
- d. 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.
- e. 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.

Table 1: Intake/Clearances and Uncleared work

Quarter Ending:	2003 Scheme		Total Uncleared Applications ^(3,4)	Uncleared 2003 Scheme Applications ^(3,4)	Uncleared 1993 Scheme Applications ^(3,4,5)
	Quarterly Intake ^(1,3,6)	Quarterly Clearances ^(1,3)			
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	288,300	125,100	163,200
Mar-04	79,600	51,600	295,800	153,100	142,600
Jun-04	85,200	62,300	296,400	176,000	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	295,100	217,800	77,400
Sep-05	73,400	76,500	284,500	214,600	69,800
Dec-05	80,800	85,200	274,200	210,200	64,000
Mar-06	99,200	92,800	277,500	216,600	60,900
Jun-06	75,000	84,700	265,900	206,900	59,000
Sep-06	71,000	83,200	246,900	194,700	52,100
Dec-06	58,500	72,900	224,500	177,000	47,500
Mar-07	85,500	115,300	184,500	147,300	37,300
Jun-07	73,300	91,000	163,000	131,500	31,500
Sep-07	76,800	86,700	147,500	121,300	26,200
Dec-07	72,400	79,100	136,600	113,500	23,100
Mar-08	76,900	85,400	121,900	101,500	20,400
Jun-08	71,200	84,600	104,900	86,800	18,100
Sep-08	54,500	68,200	88,100	72,700	15,500
Dec-08	20,400	42,600	62,200	49,800	12,400
Mar-09	24,000	30,700	43,700	39,000	4,600
Jun-09	24,200	32,300	30,100	28,300	1,700
Sep-09	26,500	28,100	26,100	24,700	1,400
Dec-09	22,800	26,500	20,200	18,900	1,300
Mar-10	27,300	26,300	18,100	17,900	200
Jun-10	27,000	25,400	18,400	18,300	200
Sep-10	29,300	28,200	18,200	18,100	100
Dec-10	25,500	28,900	13,600	13,500	100
Mar-11	31,000	29,600	14,200	-	-
Jun-11	29,700	27,400	15,900	-	-
Sep-11	32,100	30,800	16,700	-	-
Dec-11	27,300	30,700	12,900	-	-
Mar-12	31,000	30,300	13,300	-	-
Jun-12	29,200	26,700	15,400	-	-
Sep-12	31,000	29,600	16,400	-	-
Dec-12	28,100	30,800	13,200	-	-
Mar-13	30,900	30,000	13,700	-	-
Jun-13	31,000	30,400	14,000	-	-
Sep-13	22,400	21,100	15,100	-	-
Dec-13	11,600	15,500	11,300	-	-

Notes:

- 1) Intake and clearances figures exclude the performance of cases managed off system.
- 2)

- a. 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; or the application has been closed.
- b. Intake figures count applications for Child Support. Not all applications become live cases. Similarly, clearances count all applications cleared and not just live cases.

- c. 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 was expected that some parents with care would opt to end their child support claim with CSA.
 - d. 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.
 - e. 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.
- 3)
- a. 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.
 - b. 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 2003 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.
 - c. A small sample of cases indicates that most uncleared applications reported as 1993 Scheme were in fact 2003 Scheme.
- 4) Uncleared application figures include the performance of cases managed off system from October 2006.
- 5) 1993 Scheme uncleared applications relate to cases that have not been assessed.
- 6) Intake figures in this table may differ from intake figures on page 16. 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 16 are based on the date when a customer first made contact with the Agency. The Agency is still receiving a small number of new applications on the 2003 scheme. These relate to applications which cannot be made to the 2012 scheme because either an existing scheme case is open or their liability ended less than 13 weeks before the non resident parent or parent with care contacted the Agency. We also expect there to be some residual handling issues, which require a small number of cases to be processed on the 2003 scheme rather than the 2012 scheme.

Closures

This shows the total number of 2003 Scheme cases that are closed or cancelled/withdrawn within the quarter. For example, family reconciliation or the child reaches an age where they no longer qualify for maintenance.

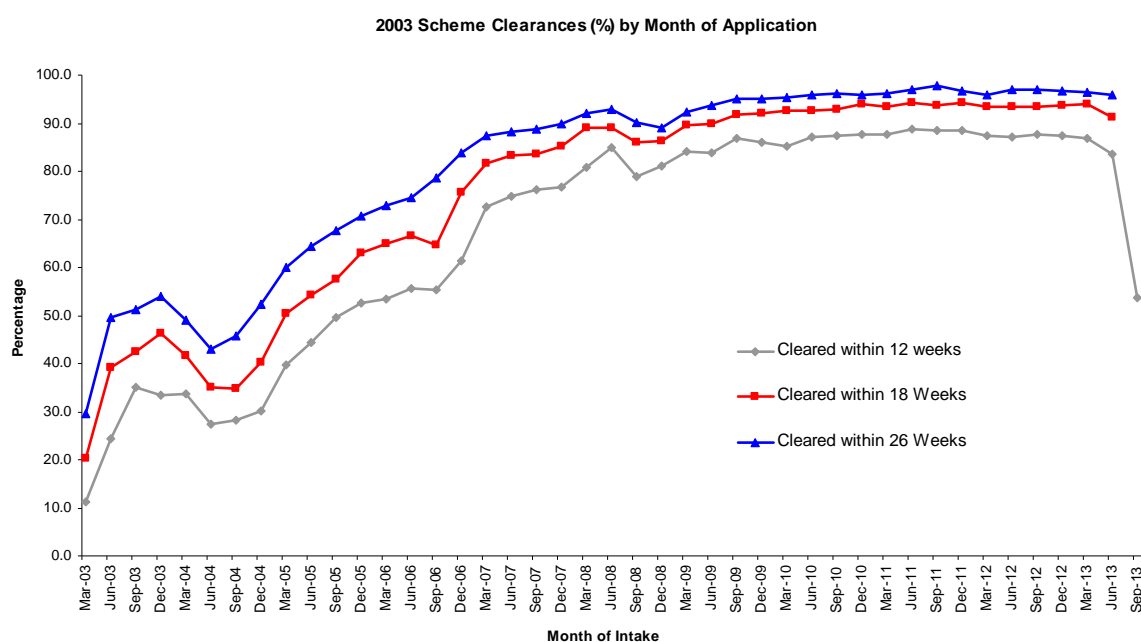
- The number of 2003 Scheme case closures decreased by 2.9% from 17,300 in the quarter to September 2013 to **16,800** in the quarter to December 2013. In the quarter to December 2013, **7,500** applications were not pursued by the applicant and in **7,100** cases the application was not eligible or 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.

- As can be seen in Graph 3, there has been a fall in the length of time to clear applications with the percentage of intake received in September 2013 cleared within 12 weeks falling to **53.7%** from 83.6% 3 months earlier, and small decreases in the percentage cleared in 18 weeks (**89.1%** of intake in July 2013 from 93.2%) and 26 weeks (**96.0%** of intake in June 2013 from 96.4%). The number of applications cleared within 12 weeks has decreased rapidly since June 2013.
- From 25 November 2013, all intake of new applications are progressed on the 2012 scheme. The focus on the remaining applications on 2003 scheme is to clear as many as possible by March 2014 regardless of the receipt date, which has resulted in the decrease in the clearance measure.

Graph 3: 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 2: Time to Clear applications

Month of Intake	Intake ¹	Within 12 weeks ²	%	Within 18 weeks ²	%	Within 26 weeks ²	%	Total cleared ²	%	Not cleared	%
Mar-03	17,300	1,900	11.2	3,500	20.2	5,100	29.7	17,100	99.1*	200	0.9*
Jun-03	21,100	5,200	24.5	8,300	39.1	10,500	49.7	21,000	99.4*	100	0.6*
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	99.4*	200	0.6*
Jun-04	25,400	6,900	27.3	8,900	35.2	10,900	43.0	25,200	99.5*	100	0.5*
Sep-04	23,000	6,500	28.1	8,000	34.9	10,500	45.7	22,900	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	44.5	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	23,100	99.5*	100	0.5*
Dec-05	21,200	11,100	52.5	13,400	62.9	15,000	70.8	21,200	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	55.6	15,700	66.7	17,500	74.4	23,400	99.5*	100	0.5*
Sep-06	20,700	11,500	55.3	13,400	64.6	16,300	78.7	20,600	99.4*	100	0.6*
Dec-06	15,100	9,300	61.3	11,400	75.5	12,700	83.9	15,100	99.4*	100	0.6*
Mar-07	26,300	19,100	72.6	21,400	81.7	22,900	87.4	26,100	99.4*	200	0.6*
Jun-07	25,000	18,700	74.7	20,800	83.2	22,100	88.3	24,900	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	13,200	76.8	14,700	85.1	15,500	89.8	17,200	99.6*	100	0.4*
Mar-08	20,700	16,700	80.8	18,400	89.1	19,000	92.0	20,600	99.6*	100	0.4*
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	78.8	10,400	85.9	10,900	90.2	12,000	99.1*	100	0.9*
Dec-08	5,200	4,300	81.2	4,500	86.4	4,700	89.1	5,100	97.8*	100	2.2*
Mar-09	7,900	6,600	84.2	7,000	89.5	7,200	92.2	7,800	98.8*	100	1.2*
Jun-09	8,600	7,200	83.9	7,800	90.0	8,100	93.8	8,500	99.1*	100	0.9*
Sep-09	9,300	8,100	86.9	8,600	91.9	8,900	95.2	9,200	99.3*	100	0.7*
Dec-09	5,600	4,800	86.0	5,200	92.0	5,400	95.1	5,600	99.2*	-	0.8*
Mar-10	10,100	8,600	85.2	9,300	92.5	9,600	95.3	10,000	99.2*	100	0.8*
Jun-10	9,949	8,700	87.0	9,200	92.7	9,500	95.8	9,900	99.5*	100	0.5*
Sep-10	10,300	9,000	87.5	9,600	92.9	9,900	96.2	10,300	99.3*	100	0.7*
Dec-10	5,800	5,100	87.8	5,500	93.9	5,600	96.0	5,800	99.2*	-	0.8*
Mar-11	11,000	9,600	87.7	10,200	93.5	10,500	96.2	10,900	99.2*	100	0.8*
Jun-11	10,700	9,500	88.8	10,000	94.2	10,300	97.0	10,600	99.2*	100	0.8*
Sep-11	11,400	10,100	88.4	10,700	93.7	11,100	97.7	11,300	99.1*	100	0.9*
Dec-11	6,900	6,100	88.4	6,500	94.2	6,600	96.7	6,800	99.2*	100	0.8*
Mar-12	10,500	9,200	87.5	9,800	93.5	10,100	96.0	10,400	99.0*	100	1.0*
Jun-12	9,298	8,100	87.0	8,700	93.4	9,000	96.9	9,200	99.0*	100	1.0*
Sep-12	10,500	9,200	87.8	9,800	93.4	10,200	97.1	10,400	99.0*	100	1.0*
Dec-12	6,800	6,000	87.5	6,400	93.7	6,600	96.8	6,700	98.8*	100	1.2*
Mar-13	9,400	8,200	86.9	8,800	94.0	9,000	96.4	9,200	98.2*	200	1.8*
Jun-13	9,300	7,800	83.6	8,500	91.3	8,900	96.0	9,000	96.3*	300	3.7*
Sep-13	6,600	3,600	53.7	4,200	62.8*	4,200	62.8*	4,200	62.8*	2,500	37.2*
Dec-13	100	-	-	-	-	-	-	-	-	-	-

Notes:

- 1) Intake figures in this table may differ from intake figures on page 13. Intake figures in the above table are based on the date when a customer first made contact with the Agency. Intake figures on page 13 are based on the date the case was first entered on the CS2 computer system. The Agency is still receiving a small number of new applications on the 2003 scheme.

- 2)
- a. A clearance above is defined under the following circumstances; If a maintenance calculation has been carried out and recorded as Maintenance Direct; (Maintenance Direct is 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.
 - b. This table counts applications for Child Support. Not all applications become live cases.
 - c. 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.
 - d. 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.
 - e. "*" 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.
- 3) The number of applications cleared, applications uncleared and the percentages from the December 2013 intake are not included in this table due to rounding. This is denoted by "-".
- 4) Figures exclude the performance of cases managed off system.

Caseload

This shows the number of cases currently being handled by the Agency and the division of these between the 1993 and 2003 Scheme.

- Up until the latest quarter, the overall live caseload had been on an upward trend since January 2012, with both the Collection Service and Maintenance Direct caseloads following the same pattern. In the latest quarter, there was a decrease in the live caseload of 2,000 to **1,400,800**, which can be attributed to cases on the Collection Service reflecting the implementation of the 2012 scheme, as the Maintenance Direct caseload has continued to see an increase. The number of Maintenance Direct cases has increased to 186,200 in the quarter to December 2013. 1993 Scheme cases have decreased from 426,000 to **420,600**, whilst 2003 Scheme cases have increased from 976,600 to **979,900**.

Graph 4: Caseload

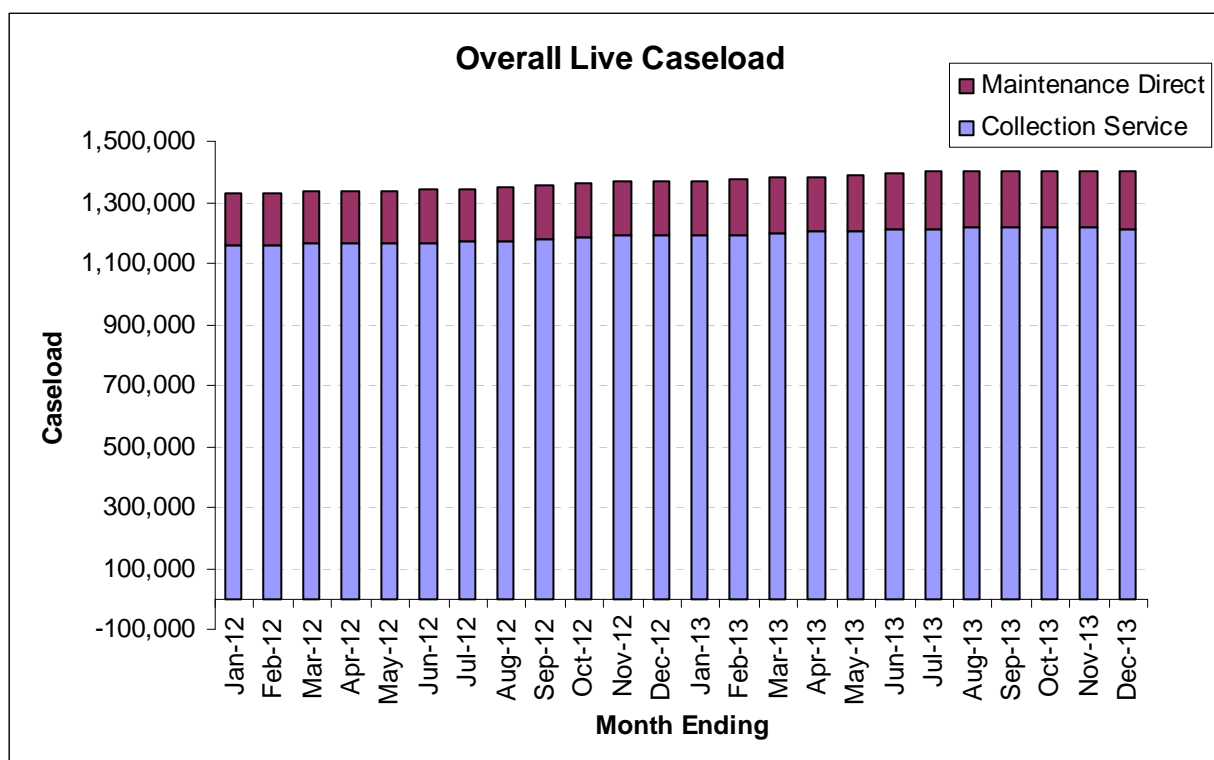


Table 3: Caseload by Scheme

Quarter Ending:	Live caseload ^(1,2,3,4)		2003 Scheme ^(1,2,4)		1993 Scheme ^(1,2,3,4)		Cases with No Liability and No Arrears Not Paying ⁽⁵⁾	Total Caseload ^(5,6)
	Collection Service	Maintenance Direct ⁽⁵⁾	Collection Service	Maintenance Direct ⁽⁵⁾	Collection Service	Maintenance Direct ⁽⁵⁾		
Jan-12	1,157,100	169,600	716,200	140,200	440,700	29,500	789,400	2,116,100
Feb-12	1,158,300	170,700	720,800	141,800	437,200	28,900	793,500	2,122,500
Mar-12	1,162,400	172,000	726,700	143,500	435,500	28,500	794,900	2,129,400
Apr-12	1,163,500	172,300	731,000	144,300	432,300	28,000	799,700	2,135,600
May-12	1,166,200	172,600	736,900	145,100	429,000	27,500	803,100	2,141,900
Jun-12	1,168,000	172,700	741,400	145,600	426,200	27,100	806,800	2,147,400
Jul-12	1,171,500	173,200	747,800	146,500	423,400	26,600	809,700	2,154,300
Aug-12	1,175,300	173,600	753,600	147,500	421,400	26,100	811,700	2,160,600
Sep-12	1,180,800	173,700	758,700	148,100	421,900	25,600	813,200	2,167,700
Oct-12	1,186,700	174,200	765,600	149,100	420,800	25,100	814,500	2,175,300
Nov-12	1,192,400	174,800	772,300	150,200	419,800	24,600	811,900	2,179,100
Dec-12	1,189,000	178,800	773,800	154,000	415,000	24,800	812,300	2,180,200
Jan-13	1,191,900	179,500	778,800	154,800	412,800	24,700	816,600	2,188,000
Feb-13	1,194,900	180,700	783,700	156,100	411,000	24,600	819,300	2,194,900
Mar-13	1,198,800	181,900	788,400	157,400	410,200	24,500	820,700	2,201,300
Apr-13	1,202,000	182,700	793,400	158,300	408,400	24,400	824,000	2,208,700
May-13	1,207,200	183,800	799,700	159,500	407,300	24,300	824,100	2,215,100
Jun-13	1,210,400	185,000	804,500	160,800	405,600	24,200	826,200	2,221,500
Jul-13	1,214,300	185,700	809,400	161,600	404,600	24,100	828,800	2,228,800
Aug-13	1,216,000	186,000	812,300	161,900	403,500	24,100	830,600	2,232,700
Sep-13	1,217,000	185,800	814,800	161,900	402,000	24,000	834,300	2,237,100
Oct-13	1,217,800	185,900	817,300	162,000	400,200	23,900	837,900	2,241,600
Nov-13	1,217,400	186,100	818,300	162,300	398,900	23,800	840,800	2,244,300
Dec-13	1,214,600	186,200	817,300	162,600	397,100	23,500	843,000	2,243,800

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) Figures include 1993 Scheme cases with a full or interim maintenance assessment as well as 2003 Scheme cases with a full maintenance calculation or default maintenance decision, including cases managed off system.
- 3) The Maintenance Calculation on Maintenance Direct cases is worked out by the CSA and maintained on the CSA system. Clients can come back to the CSA if there is a default on their payment or to request a new calculation.
- 4) The total caseload covers all cases managed on the 2003 and 1993 statutory schemes.
- 5) The live caseload includes the total caseload minus cases with no current or ongoing liability, no arrears and no payments are being made.
- 6) 2003 Scheme and 1993 Scheme figures may not sum to the live caseload due to it not being possible to allocate some cases to specific schemes.

Clerical Case Database

This shows the number of cases being managed off system.

A number of Agency cases are being maintained on the Clerical Case Database and managed off system. These are defined as cases which, due to technical issues, cannot be processed on the core computer systems. Such technical issues arise from cases where either a calculation cannot be accurately maintained on the 2003 scheme, or where a calculation can be maintained on CS2 but problems have prevented other activities from being carried out on the 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 107,300 in September 2013 to **107,400** in December 2013. As a result of the issues surrounding the CS2 computer system there has been a continued increase in the number of cases on the Clerical Case Database since March 2005. The rate of increase slowed down significantly since 2011/2012 as a result of system fixes and process improvements; however, there are issues within the system that still remain.

Table 4: Clerical Case Database

Quarter Ending:	Off System cases^(1,2)
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	28,900
Jun-07	31,800
Sep-07	33,000
Dec-07	33,000
Mar-08	36,900
Jun-08	39,300
Sep-08	43,400
Dec-08	49,000
Mar-09	59,600
Jun-09	65,400
Sep-09	75,200
Dec-09	83,100
Mar-10	87,600
Jun-10	91,700
Sep-10	95,800
Dec-10	98,400
Mar-11	100,200
Jun-11	101,300
Sep-11	101,800
Dec-11	103,000
Mar-12	103,900
Jun-12	104,600
Sep-12	105,400
Dec-12	106,000
Mar-13	106,700
Jun-13	107,000
Sep-13	107,300
Dec-13	107,400

Notes:

- 1) Figures include both live and suspended cases that are administered on the Agency's Clerical Case Database.
- 2) From March 2005 to December 2006 figures are sourced clerically. From March 2007 onwards the source information is provided from the Agency's internal management information.

Caseload Status

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

- The overall live caseload now stands at 1,400,800. This is a decrease of 2,000 from September 2013 and 33,000 greater than the caseload as at December 2012. A breakdown by scheme is included in Annex A.

Despite a decrease in the current quarter, the overall live caseload has increased by 74,000 in the period from January 2012 to December 2013. Of those cases paying via the Collection Service, the majority are paying more than their liability and contribute towards arrears.

Graph 5: Caseload Status

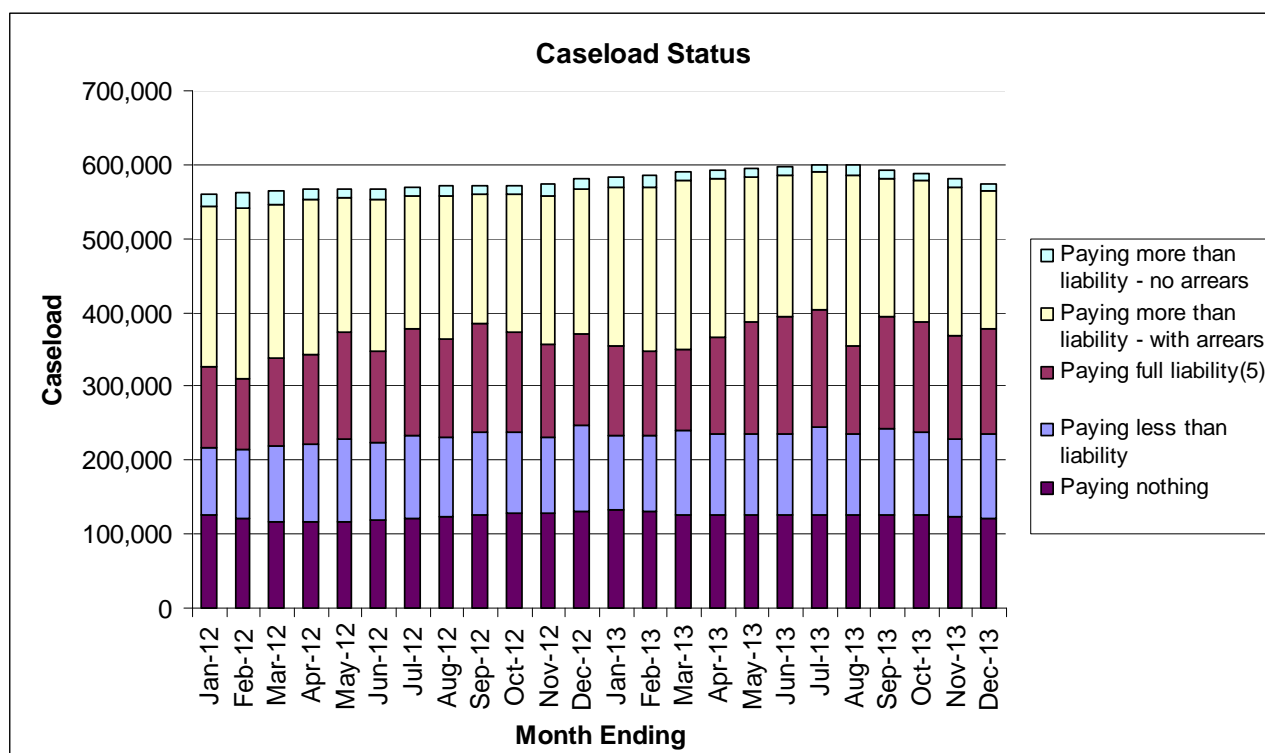


Table 5: Caseload Status

Quarter ending:	Total Caseload ^(1,2)	Live Caseload ^(1,3)	Current Liability ^(1,4)								No liability/with arrears ^(1,7)		No liability/no arrears ^(1,7)	
			Collection Service					Maintenance Direct ⁽⁶⁾			Paying	Paying nothing	Paying	Paying nothing
			Paying more than liability - no arrears	Paying more than liability - with arrears	Paying full liability ⁽⁵⁾	Paying less than liability	Paying nothing	With additional payments - no arrears	With additional payments with arrears	With no additional payments				
Jan-12	2,116,100	1,326,800	17,400	216,200	109,200	92,800	125,300	1,200	4,300	164,100	58,000	528,700	9,500	789,400
Feb-12	2,122,500	1,329,000	19,900	232,100	94,600	93,300	122,400	1,200	4,300	165,200	57,400	529,500	9,000	793,500
Mar-12	2,129,400	1,334,400	19,600	207,200	118,400	102,000	117,800	1,400	4,600	166,000	57,800	530,000	9,600	794,900
Apr-12	2,135,600	1,335,800	13,600	210,100	119,500	106,100	116,600	1,200	4,500	166,500	58,000	530,600	9,000	799,700
May-12	2,141,900	1,338,800	11,600	182,300	144,200	112,400	116,800	1,200	4,500	166,900	57,900	532,000	9,000	803,100
Jun-12	2,147,400	1,340,600	14,900	204,000	123,000	106,700	118,200	1,300	4,200	167,200	57,000	535,400	8,800	806,800
Jul-12	2,154,300	1,344,700	10,700	180,900	145,100	111,200	121,500	1,100	4,200	167,800	56,800	536,800	8,500	809,700
Aug-12	2,160,600	1,348,900	13,700	194,400	132,800	107,100	123,400	1,100	4,100	168,400	56,600	538,700	8,500	811,700
Sep-12	2,167,700	1,354,500	12,600	174,400	146,200	113,200	125,500	1,200	4,100	168,400	58,900	540,100	10,000	813,200
Oct-12	2,175,300	1,360,800	13,200	185,400	136,400	110,000	127,500	1,300	4,100	168,800	60,100	542,800	11,300	814,500
Nov-12	2,179,100	1,367,200	16,200	201,400	126,500	101,700	128,900	1,400	4,100	169,300	59,900	545,700	12,200	811,900
Dec-12	2,180,200	1,367,800	14,700	195,500	123,300	117,000	131,000	1,400	4,000	173,400	55,800	541,600	10,100	812,300
Jan-13	2,188,000	1,371,400	13,600	215,900	120,900	101,100	132,000	1,200	4,000	174,300	54,600	544,900	9,000	816,600
Feb-13	2,194,900	1,375,600	16,700	222,800	113,300	102,600	131,000	1,200	4,000	175,500	52,800	547,400	8,200	819,300
Mar-13	2,201,300	1,380,700	10,900	228,800	110,800	114,000	126,200	1,300	4,300	176,400	51,400	548,500	8,200	820,700
Apr-13	2,208,700	1,384,700	12,600	213,900	131,300	109,000	125,700	1,200	4,300	177,200	50,400	551,200	7,900	824,000
May-13	2,215,100	1,391,000	13,600	195,300	151,500	110,600	125,200	1,200	4,300	178,300	49,600	553,700	7,800	824,100
Jun-13	2,221,500	1,395,300	13,300	191,900	158,100	108,000	127,100	1,200	4,200	179,500	48,200	556,100	7,600	826,200
Jul-13	2,228,800	1,400,000	10,700	184,900	160,100	118,000	126,500	1,200	4,200	180,300	47,700	558,800	7,600	828,800
Aug-13	2,232,700	1,402,000	13,300	231,100	117,900	111,400	125,300	1,200	4,200	180,600	47,200	562,300	7,500	830,600
Sep-13	2,237,100	1,402,800	11,000	187,300	152,900	114,600	127,000	1,100	4,100	180,600	49,000	565,900	9,200	834,300
Oct-13	2,241,600	1,403,600	9,500	190,900	149,600	110,500	127,000	900	4,200	180,800	49,100	570,300	10,900	837,900
Nov-13	2,244,300	1,403,500	12,300	201,200	139,600	103,600	124,500	900	4,200	181,000	48,400	576,500	11,400	840,800
Dec-13	2,243,800	1,400,800	9,900	186,500	141,100	115,500	120,600	900	4,100	181,200	47,200	584,200	9,600	843,000

Notes:

- 1)
 - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
 - b. There are a small number of cases where the scheme in which the case is held cannot be identified, therefore scheme breakdowns may not sum to overall Agency figures.
 - c. 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.
 - c. Figures include 1993 Scheme cases with a full or interim maintenance assessment as well as 2003 Scheme cases with a full maintenance calculation or default maintenance decision.
 - d. 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.
- 2) Total Caseload: The total number of cases on the CSA 2003 and 1993 Schemes, including cases managed off system.
- 3) Live Caseload: The total caseload minus cases with no current or ongoing liability, and no arrears and no payments are being made.
- 4) Current Liability: A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance).
- 5) 'Full Liability' includes those cases that have paid 90% or more of the accrued liability via the collection service within the quarter.
- 6) Maintenance Direct Cases in which the maintenance calculation has been derived by the CSA (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 meeting their current liability (since clients can come back to the CSA if there is a default on their payment or to request a revised calculation).
- 7)
 - a. No Current Liability: A case is classed as having 'No Current Liability' if it is open and currently has a nil liability but has at least one child of qualifying age, and therefore could have a positive liability in the future.
 - b. No Ongoing Liability: A case is classed as having 'No Ongoing Liability' if there is no longer a child maintenance interest on the case i.e. the case has been cancelled/withdrawn, or there are no longer any children of a qualifying age remaining on the case.

Caseload by Weekly Liability Value – December 2013

This shows the % and volume of cases split by specified weekly liability values.

- The average weekly maintenance liability (including nil liability-cases that have been assessed and their assessment value is 0) stands at **£17.90⁷**, excluding nil liability the average is **£33.00**. **23.4%** of cases managed via the Collection Service have an assessment between £20.01 and £100 compared to **74.4%** of those which are Maintenance Direct. 74.3% of the live caseload has an assessment of £30.00 or less.

Table 6: Caseload by Weekly Liability Value

Weekly Liability Value £ ⁽¹⁾	Collection Service ^(1,3)		Maintenance Direct ^(1,4)		Total ^(1,5)	
	Number of Cases	%	Number of Cases	%	Number of Cases	%
Nil Liability	641,000	45.8%	-	-	641,000	45.8%
£5 and Under	171,000	12.2%	18,700	1.3%	189,800	13.5%
£5.01 - £10 .00	60,100	4.3%	6,400	0.5%	66,500	4.7%
£10.01 - £20.00	42,100	3.0%	13,800	1.0%	55,900	4.0%
£20.01 - £30.00	61,500	4.4%	27,300	1.9%	88,800	6.3%
£30.01 - £40.00	71,000	5.1%	32,500	2.3%	103,500	7.4%
£40.01 - £50.00	55,300	4.0%	26,800	1.9%	82,200	5.9%
£50.01 - £75.00	72,100	5.1%	37,900	2.7%	110,000	7.9%
£75.01 - £100.00	24,700	1.8%	14,100	1.0%	38,700	2.8%
£100.01 - £125.00	9,000	0.6%	5,000	0.4%	14,000	1.0%
£125.01 - £150.00	3,300	0.2%	1,900	0.1%	5,200	0.4%
£150.01 - £200.00	2,200	0.2%	1,300	0.1%	3,400	0.2%
£200.01- £250.00	600	-	300	-	900	0.1%
Over £250.01	600	-	300	-	900	0.1%
Total	1,214,600	86.7%	186,200	13.3%	1,400,800	100.0%

Notes:

- Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- Figures have been rounded to the nearest 100, percentages to the nearest 0.1%.
- Collection Service weekly liability has been derived by converting quarterly liability value to a weekly amount.
- Maintenance Direct weekly liability has been derived by using the weekly assessment amount.
- Includes the 'Live Caseload' - The total caseload minus cases with no current or ongoing liability, and no arrears and no payments are being made.
- Weekly liability values have been set to 0 for all cases with no liability.
- The average weekly maintenance liability (including nil liability) amount provides an average amount of the overall live caseload, including cases that have been assessed and their assessment value is 0.

Caseload by Number of Qualifying Children – December 2013

This shows the average weekly liability by the number of qualifying children by collection method.

- 96.6% of cases have 2 or less qualifying children.

Table 7: Caseload by Number of Qualifying Children

Number of Qualifying Children	Collection Service ^(1,3,6)		Maintenance Direct ^(1,4,6)		Total ^(1,6)	
	Number of cases	Average weekly liability ⁽⁷⁾	Number of cases	Average weekly liability ⁽⁷⁾	Number of cases	Average weekly liability ^(5,7)
0 ⁽⁹⁾	472,100	-	-	-	472,100	-
1	546,900	£20.06	128,800	£37.84	675,800	£23.45
2	157,500	£30.05	47,200	£54.53	204,800	£35.70
3	31,200	£34.21	8,700	£68.21	39,900	£41.63
4	5,500	£29.94	1,200	£61.00	6,800	£35.58
5	1,000	£25.38	200	£61.59	1,200	£30.99
6	200	£26.63	-	£55.91	300	£30.09
7	100	£24.31	-	£49.16	100	£27.57
8+	-	£35.74	-	-	-	£35.74

Notes:

- Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- Figures have been rounded to the nearest 100 and therefore may not sum to the total live caseload on page 22 (table 5). Percentages are rounded to the nearest 0.1%.
- Collection Service weekly liability has been derived by converting quarterly liability value to a weekly amount.
- Maintenance Direct weekly liability has been derived by using the weekly assessment amount.
- Total average weekly liability has been derived by summing the total Collection Service weekly amount and the total Maintenance Direct weekly amount then dividing it by the total number of cases.
- Figures are for the 'Live Caseload' - The total caseload minus cases with no current or ongoing liability, no arrears and no payments are being made.
- Weekly liability values have been set to 0 for all cases with no liability
- Qualifying Children under the age of 20 are counted in this table. The qualifying age has been set to 20 in line with Child Benefit and social security benefits so that child maintenance can carry on up to a child's 20th birthday if they're staying in full-time, 'non-advanced' education at school or college, or starting an 'approved' training course. Where the number of children is missing on off system cases, an average of 1.39 is applied. These cases will appear in this table in the 1 children category and account for 3.3% of the cases in this category.
- The table includes cases where there are 0 qualifying children. This is due to cases where the child reaches 20 years old by the end of the quarter.

Children Benefiting from Maintenance

This shows the number of children benefiting, calculated from cases in which a payment was received or had a maintenance direct arrangement in place.

- The number of Children Benefiting has decreased from 908,200 in September 2013 to 887,200 in December 2013. This decrease is due to all new applications now being processed on the 2012 scheme.

Table 8: Children Benefiting from Maintenance

Month Ending	Children Benefiting From Maintenance ⁽²⁾	1993 Scheme Collection Service ⁽³⁾	1993 Scheme Maintenance Direct ⁽³⁾	2003 Scheme Collection Service ⁽³⁾	2003 Scheme Maintenance Direct ⁽³⁾
Jan-12	853,100	101,600	36,300	517,300	197,800
Feb-12	859,600	99,900	35,600	523,900	200,200
Mar-12	871,100	100,600	35,000	533,000	202,500
Apr-12	873,800	99,200	34,400	536,900	203,300
May-12	875,200	96,900	33,700	540,100	204,500
Jun-12	872,300	93,900	33,200	540,200	205,000
Jul-12	871,000	91,100	32,500	541,200	206,200
Aug-12	871,500	88,800	31,800	543,400	207,500
Sep-12	869,900	89,400	31,100	541,400	208,000
Oct-12	868,900	87,500	30,300	541,800	209,200
Nov-12	871,000	86,400	29,700	544,100	210,700
Dec-12	887,300	89,400	30,100	552,000	215,800
Jan-13	888,700	87,400	29,900	554,200	217,100
Feb-13	893,600	85,900	29,800	558,900	219,000
Mar-13	905,400	85,900	29,700	568,900	220,900
Apr-13	908,400	84,300	29,600	572,400	222,100
May-13	915,100	83,900	29,400	577,700	224,000
Jun-13	916,100	82,300	29,300	578,600	225,900
Jul-13	919,800	81,700	29,200	581,800	227,100
Aug-13	919,500	80,200	29,100	582,500	227,700
Sep-13	908,200	78,100	29,000	573,700	227,300
Oct-13	900,200	75,900	28,900	568,100	227,300
Nov-13	894,300	74,000	28,800	564,000	227,500
Dec-13	887,200	71,200	28,400	559,800	227,800

Notes:

- Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 'Children benefiting' includes all children of a qualifying age on cases that have paid in the previous quarter. This includes all children on Maintenance Direct cases.
- There are a small number of cases where the scheme in which the case is held cannot be identified, therefore scheme breakdowns may not sum to overall Agency figures.
- Cases are classed as having maintenance due if an ongoing liability to pay maintenance exists or arrears of maintenance have been requested.
- Before December 2012 children under the age of 19 are counted as a qualifying child, after this date the qualifying age was increased to 20. 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 1.39 children per case has been used for positive outcome cases progressed off system, where the number of children is not available. This is based on checking a sample of off system case papers, and is used in approximately 16% of paying off system cases with a current liability.

Cases Contributing towards Current Liability

This shows the number of cases contributing towards current liability.

- In the quarter to December 2013 **639,100** (or 84.1%) cases were paying towards their maintenance out of **759,800** cases with a child maintenance liability. The number of cases with a current liability generally increased in the period from January 2012 to July 2013, but has been on a downward trend since then. The number of cases contributing towards a current liability has generally followed the same pattern. Despite the overall increase in cases contributing towards a current liability from January 2012, the percentage of cases has remained consistent, at around 83-84%, with the latest quarter showing a small increase. 58.8% of all cases with a current liability had their full liability satisfied via the Collection Service in the quarter to December 2013. This is a decrease from 59.2% in the previous quarter.

Graph 6: Cases Contributing Towards Current Liability

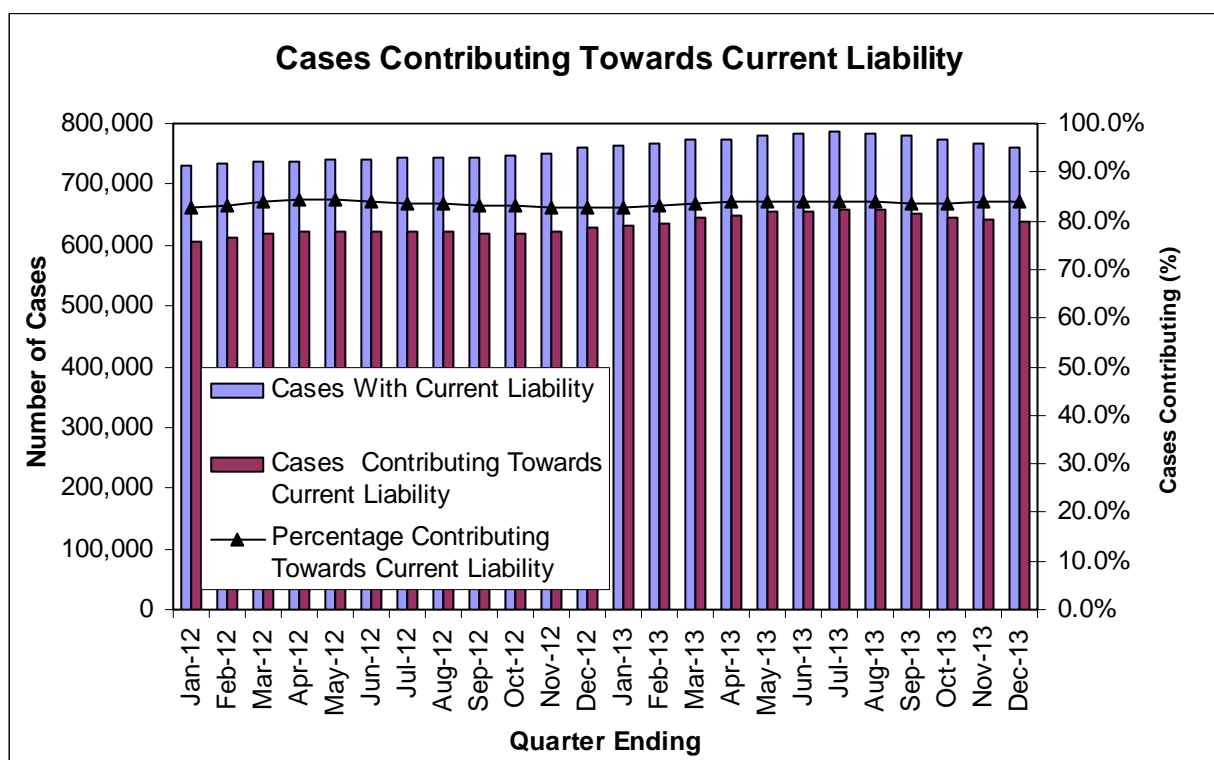


Table 9: Cases Contributing towards Current Liability

Maintenance direct cases are not included in the full liability columns as it is assumed money is flowing between parents.

Quarter Ending:	Cases With Current Liability ^(1,2)	Cases Contributing Towards Current Liability ^(1,2,3)	of which		% With Contribution Towards Current Liability ^(1,2,3)	Full Liability Satisfied via the Collection Service in Quarter ^(1,2,3,4,5)	% With Full Liability Satisfied via the Collection Service in Quarter ^(1,2,3,4,5)
			Contribution Towards Current Liability via Collection Service ^(1,2,3)	Contribution Towards Current Liability via Maintenance Direct ^(1,2,3)			
Jan-12	730,600	605,300	435,700	169,600	82.9%	342,900	61.1%
Feb-12	733,100	610,700	439,900	170,700	83.3%	346,600	61.6%
Mar-12	737,000	619,300	447,300	172,000	84.0%	345,300	61.1%
Apr-12	738,300	621,700	449,400	172,300	84.2%	343,400	60.7%
May-12	740,000	623,200	450,500	172,600	84.2%	338,200	59.6%
Jun-12	739,400	621,200	448,500	172,700	84.0%	341,900	60.3%
Jul-12	742,600	621,100	447,900	173,200	83.6%	336,800	59.1%
Aug-12	745,000	621,600	448,000	173,600	83.4%	340,900	59.7%
Sep-12	745,500	620,000	446,300	173,700	83.2%	333,100	58.3%
Oct-12	746,600	619,100	445,000	174,200	82.9%	335,000	58.5%
Nov-12	749,500	620,600	445,800	174,800	82.8%	344,100	59.9%
Dec-12	760,400	629,400	450,600	178,800	82.8%	333,600	57.4%
Jan-13	763,000	631,000	451,500	179,500	82.7%	350,500	60.1%
Feb-13	767,100	636,100	455,500	180,700	82.9%	352,900	60.2%
Mar-13	772,600	646,400	464,500	181,900	83.7%	350,600	59.4%
Apr-13	775,200	649,500	466,800	182,700	83.8%	357,900	60.4%
May-13	779,900	654,800	471,000	183,800	84.0%	360,400	60.5%
Jun-13	783,400	656,300	471,300	185,000	83.8%	363,300	60.7%
Jul-13	785,900	659,400	473,700	185,700	83.9%	355,800	59.3%
Aug-13	785,000	659,700	473,700	186,000	84.0%	362,400	60.5%
Sep-13	778,700	651,700	465,800	185,800	83.7%	351,300	59.2%
Oct-13	773,400	646,300	460,400	185,900	83.6%	350,000	59.6%
Nov-13	767,300	642,900	456,800	186,100	83.8%	353,200	60.8%
Dec-13	759,800	639,100	452,900	186,200	84.1%	337,500	58.8%

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance). This includes cases due to pay via Maintenance Direct.
- 3) A case is classed as paying towards their liability if a payment has been received in the previous quarter, or the case is classed as Maintenance Direct at the end of the quarter.
- 4) Maintenance direct cases are excluded in the full liability as it is assumed that money is flowing between parents.
- 5) 'Full Liability' satisfied within quarter includes those cases who have paid 90% or more of the accrued liability via the collection service within the quarter. Maintenance direct cases are not included in this category.

Percentage of Liability Paid in Quarter

This shows the percentage of liability being paid each quarter, for cases due to pay via the collection service.

- 58.8% of cases due to pay via the collection service paid their full liability in the quarter to December 2013, which is a decrease from 59.2% in September 2013. The percentage of cases paying full liability has remained moderately steady since January 2012.
- The number of cases paying less than 50% of their liability via the Collection Service has decreased from 29.8% in September 2013 to 29.0% in the quarter to December 2013.

Graph 7: Percentage of Liability paid in quarter

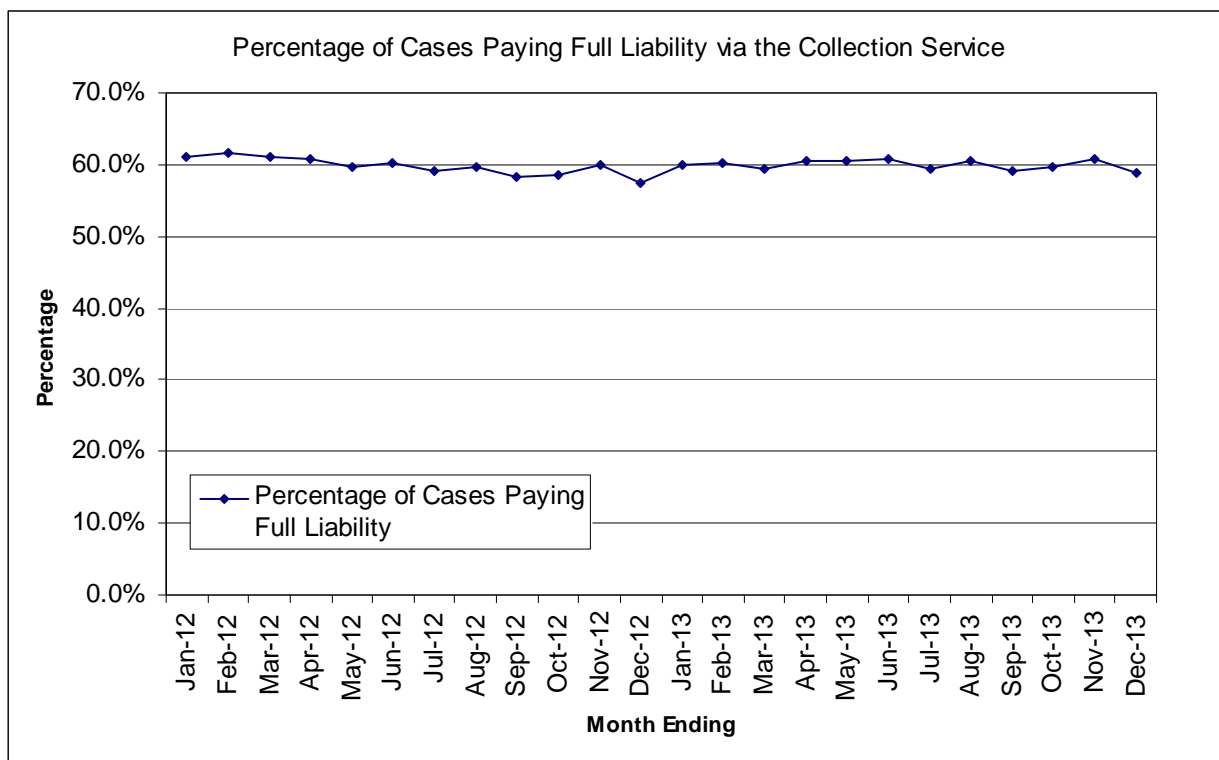


Table 10: Percentage of Liability Paid in Quarter

Month Ending:	Cases With Current Liability via the Collection Service ⁽¹⁾	0% ⁽¹⁾		Less than 10% ⁽¹⁾		10% to 19.9% ⁽¹⁾		20% to 29.9% ⁽¹⁾		30% to 39.9% ⁽¹⁾		40% to 49.9% ⁽¹⁾		50% to 59.9% ⁽¹⁾		60% to 69.9% ⁽¹⁾		70% to 79.9% ⁽¹⁾		80% to 89.9% ⁽¹⁾		Cases Paying Full Liability ^(1,4)	
		Cases	%	Cases	%	Cases	%	Cases	%	Cases	%	Cases	%	Cases	%	Cases	%	Cases	%	Cases	%	Cases	%
Jan-12	560,900	125,300	22.3%	6,600	1.2%	9,000	1.6%	6,300	1.1%	13,400	2.4%	8,900	1.6%	9,400	1.7%	14,400	2.6%	13,100	2.3%	11,700	2.1%	342,900	61.1%
Feb-12	562,300	122,400	21.8%	6,600	1.2%	9,500	1.7%	7,000	1.2%	12,100	2.2%	8,300	1.5%	9,900	1.8%	14,200	2.5%	14,500	2.6%	11,000	2.0%	346,600	61.6%
Mar-12	565,000	117,800	20.8%	6,800	1.2%	9,800	1.7%	7,200	1.3%	13,200	2.3%	9,200	1.6%	11,700	2.1%	17,000	3.0%	13,700	2.4%	13,300	2.4%	345,300	61.1%
Apr-12	566,000	116,600	20.6%	6,800	1.2%	9,600	1.7%	6,900	1.2%	14,800	2.6%	10,300	1.8%	11,400	2.0%	18,800	3.3%	14,300	2.5%	13,100	2.3%	343,400	60.7%
May-12	567,300	116,800	20.6%	6,800	1.2%	10,200	1.8%	8,600	1.5%	14,100	2.5%	10,600	1.9%	9,700	1.7%	19,300	3.4%	14,300	2.5%	18,700	3.3%	338,200	59.6%
Jun-12	566,700	118,200	20.9%	6,400	1.1%	10,100	1.8%	6,600	1.2%	15,600	2.7%	11,100	2.0%	8,300	1.5%	22,700	4.0%	14,600	2.6%	11,400	2.0%	341,900	60.3%
Jul-12	569,500	121,500	21.3%	6,400	1.1%	10,000	1.8%	8,200	1.4%	13,700	2.4%	10,700	1.9%	9,700	1.7%	18,600	3.3%	14,100	2.5%	19,800	3.5%	336,800	59.1%
Aug-12	571,400	123,400	21.6%	6,400	1.1%	10,300	1.8%	7,100	1.2%	14,700	2.6%	10,900	1.9%	9,200	1.6%	21,100	3.7%	14,100	2.5%	13,300	2.3%	340,900	59.7%
Sep-12	571,800	125,500	22.0%	6,600	1.2%	9,900	1.7%	7,900	1.4%	14,500	2.5%	10,800	1.9%	9,700	1.7%	20,200	3.5%	14,400	2.5%	19,200	3.4%	333,100	58.3%
Oct-12	572,400	127,500	22.3%	6,800	1.2%	10,200	1.8%	8,000	1.4%	12,700	2.2%	10,300	1.8%	10,600	1.9%	17,400	3.0%	14,300	2.5%	19,700	3.4%	335,000	58.5%
Nov-12	574,600	128,900	22.4%	6,500	1.1%	10,700	1.9%	6,800	1.2%	14,100	2.4%	10,600	1.8%	9,600	1.7%	18,200	3.2%	13,400	2.3%	11,800	2.0%	344,100	59.9%
Dec-12	581,600	131,000	22.5%	6,500	1.1%	10,200	1.8%	8,400	1.5%	13,400	2.3%	9,900	1.7%	13,500	2.3%	17,000	2.9%	15,300	2.6%	22,800	3.9%	333,600	57.4%
Jan-13	583,400	132,000	22.6%	6,800	1.2%	10,500	1.8%	6,700	1.2%	14,700	2.5%	10,000	1.7%	9,100	1.6%	17,300	3.0%	14,000	2.4%	11,900	2.0%	350,500	60.1%
Feb-13	586,400	131,000	22.3%	6,700	1.1%	10,600	1.8%	7,000	1.2%	12,900	2.2%	9,400	1.6%	9,900	1.7%	18,600	3.2%	15,200	2.6%	12,200	2.1%	352,900	60.2%
Mar-13	590,700	126,200	21.4%	6,900	1.2%	9,500	1.6%	7,000	1.2%	14,800	2.5%	10,400	1.8%	11,400	1.9%	22,700	3.8%	17,000	2.9%	14,200	2.4%	350,600	59.4%
Apr-13	592,500	125,700	21.2%	7,000	1.2%	10,500	1.8%	6,700	1.1%	15,000	2.5%	10,300	1.7%	11,100	1.9%	19,300	3.3%	15,000	2.5%	13,900	2.4%	357,900	60.4%
May-13	596,100	125,200	21.0%	6,900	1.2%	10,700	1.8%	7,500	1.3%	15,100	2.5%	11,700	2.0%	9,000	1.5%	20,900	3.5%	14,600	2.5%	14,100	2.4%	360,400	60.5%
Jun-13	598,400	127,100	21.2%	6,600	1.1%	10,300	1.7%	6,800	1.1%	15,600	2.6%	11,900	2.0%	8,700	1.5%	20,900	3.5%	15,400	2.6%	11,700	2.0%	363,300	60.7%
Jul-13	600,200	126,500	21.1%	6,800	1.1%	10,200	1.7%	8,300	1.4%	14,400	2.4%	11,700	2.0%	10,100	1.7%	19,300	3.2%	15,700	2.6%	21,300	3.6%	355,800	59.3%
Aug-13	599,000	125,300	20.9%	6,800	1.1%	9,500	1.6%	6,400	1.1%	15,800	2.6%	11,500	1.9%	8,900	1.5%	24,400	4.1%	15,900	2.7%	12,200	2.0%	362,400	60.5%
Sep-13	592,900	127,000	21.4%	6,300	1.1%	9,600	1.6%	7,600	1.3%	14,400	2.4%	11,500	1.9%	9,800	1.7%	19,100	3.2%	15,700	2.6%	20,500	3.5%	351,300	59.2%
Oct-13	587,500	127,000	21.6%	6,300	1.1%	9,600	1.6%	7,600	1.3%	13,700	2.3%	10,800	1.8%	9,700	1.6%	19,400	3.3%	14,800	2.5%	18,500	3.2%	350,000	59.6%
Nov-13	581,200	124,500	21.4%	6,300	1.1%	9,100	1.6%	6,300	1.1%	14,900	2.6%	11,500	2.0%	7,900	1.4%	22,200	3.8%	14,100	2.4%	11,200	1.9%	353,200	60.8%
Dec-13	573,600	120,600	21.0%	6,200	1.1%	8,900	1.6%	7,400	1.3%	13,000	2.3%	10,000	1.7%	10,500	1.8%	21,400	3.7%	16,400	2.9%	21,700	3.8%	337,500	58.8%

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) Maintenance Direct Cases are not included within this table, as receipts are not held on the CSA computer systems to show how much money is flowing between parents. This is to show a more realistic performance overview of the collection service.
- 3) Percentages are based on the amount of money received in each quarter compared to the accrued liability in each quarter.
- 4) 'Full Liability' satisfied within quarter includes those cases who have paid 90% or more of the accrued liability via the collection service within the quarter. Maintenance direct cases are not included in this category.

Liability and Credits

This shows the total amount of money due and of this how much was received or adjusted. The closing balance is the difference between the two at the end of the period.

- The difference between the liability accrued and the total credits in the quarter to December 2013 stands at **£27.0m**. This is an increase compared to the previous quarter where the closing balance was **£26.4m** and an increase of £10.0m from January 2012. However, it is in line with the trend over the last 6 months.

Table 11: Liability and Credits

Quarter ending:	Liability Accrued in the Quarter (£m) ^(1,2,3,4)	Total Credits in the Quarter (£m) ^(1,2,3,5)	Total Liabilities as % of Total Credits in the Quarter ^(1,3)	Difference (£m) at the end of the Quarter ^(1,3)
Jan-12	£219.9	£203.0	92.0%	£17.0
Feb-12	£214.4	£202.2	94.0%	£12.2
Mar-12	£219.5	£205.5	94.0%	£14.0
Apr-12	£221.2	£204.1	92.0%	£17.1
May-12	£229.8	£208.7	91.0%	£21.1
Jun-12	£227.8	£204.9	90.0%	£22.9
Jul-12	£232.0	£209.1	90.0%	£22.9
Aug-12	£231.0	£207.6	90.0%	£23.4
Sep-12	£233.2	£208.4	89.0%	£24.8
Oct-12	£231.1	£210.3	91.0%	£20.8
Nov-12	£228.7	£209.5	92.0%	£19.2
Dec-12	£227.6	£206.5	91.0%	£21.1
Jan-13	£227.6	£208.2	91.0%	£19.4
Feb-13	£224.3	£206.0	92.0%	£18.4
Mar-13	£227.9	£208.5	91.0%	£19.4
Apr-13	£229.5	£209.8	91.0%	£19.7
May-13	£238.3	£214.8	90.0%	£23.5
Jun-13	£239.1	£213.7	89.0%	£25.3
Jul-13	£244.1	£216.3	89.0%	£27.8
Aug-13	£241.9	£214.6	89.0%	£27.2
Sep-13	£244.8	£218.4	89.0%	£26.4
Oct-13	£242.3	£215.7	89.0%	£26.5
Nov-13	£237.7	£212.7	90.0%	£25.0
Dec-13	£236.1	£209.1	89.0%	£27.0

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) The Liabilities and Credits are the quarterly amount of money charged including any technical adjustments e.g. voluntary payments where payment of child maintenance has been received by the parent with care before the non resident parent has been notified of the maintenance calculation.
- 3) Figures exclude maintenance direct.
- 4) Total Liabilities is the quarterly amount of money charged excluding any technical adjustments.
- 5) Total credits are the quarterly amounts of money paid, including technical adjustments, via the collection service.

Collections verses Liability

This shows the amount of liability accrued and the amount collected within the quarter for the Collection Service.

- 71.8% of money due to be paid in the quarter to December 2013 had been paid. This is a decrease from the percentage paid in the quarter to September 2013.

Table 12: Collections verses Liability

Month ending:	Liability Accrued in the Quarter (£m) ^(1,2)	Regular Maintenance Collected in the Quarter (£m) ^(1,3)	% of Liability Collected in the Quarter ⁽¹⁾
Jan-12	£219.9	£156.0	70.9%
Feb-12	£214.4	£153.4	71.6%
Mar-12	£219.5	£157.9	71.9%
Apr-12	£221.2	£159.0	71.9%
May-12	£229.8	£164.9	71.8%
Jun-12	£227.8	£163.7	71.9%
Jul-12	£232.0	£166.2	71.7%
Aug-12	£231.0	£165.6	71.7%
Sep-12	£233.2	£166.2	71.3%
Oct-12	£231.1	£165.4	71.6%
Nov-12	£228.7	£164.4	71.9%
Dec-12	£227.6	£161.4	70.9%
Jan-13	£227.6	£163.2	71.7%
Feb-13	£224.3	£161.5	72.0%
Mar-13	£227.9	£163.7	71.8%
Apr-13	£229.5	£166.9	72.7%
May-13	£238.3	£173.4	72.8%
Jun-13	£239.1	£174.3	72.9%
Jul-13	£244.1	£176.6	72.3%
Aug-13	£241.9	£175.4	72.5%
Sep-13	£244.8	£177.4	72.5%
Oct-13	£242.3	£175.8	72.6%
Nov-13	£237.7	£172.8	72.7%
Dec-13	£236.1	£169.5	71.8%

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) Total Liabilities is the amount of money charged as regular maintenance (excluding any technical adjustments).
- 3) Regular maintenance collected is the amount of money paid via the collection service excluding technical adjustments.
- 4) Contributions towards arrears are not included within this table.
- 5) Maintenance Direct cases are not included within this table. A Maintenance Direct case would not accrue liability on the CSA computer Systems, due to money being paid directly between parents.

Maintenance Collected and Arranged

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

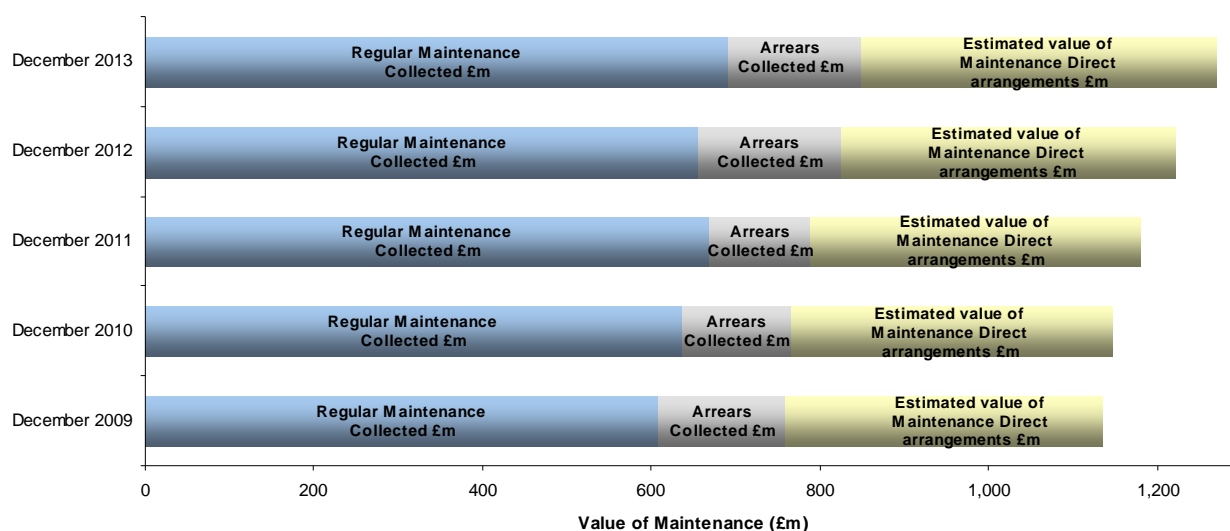
- The Overall Maintenance Collected or Arranged on a rolling 12 month basis increased to **£1,270.0m**, while the amount of arrears collected on a rolling 12 month basis fell to **£159.1m**. This is compared to a September 2013 figure of £1,263.3m, of which £164.6m was arrears and a December 2012 figure of £1,221.1m, of which £170.4m was arrears.
- In the quarter to December 2013, **£314.8m** was collected or arranged, of which **£38.2m** was contribution towards arrears. This is a decrease from £324.2 collected in the quarter to September 2013, of which £39.5m was arrears.
- The decrease in the amount of arrears collected from December 2012 to December 2013 is due the Agency's strategy of prioritising cases where a current liability exists.

Headline collection figures are:

- **Rolling 12 Months:** **£1,270.0m** of which **£159.1m** was arrears
- **Rolling Quarter:** **£314.8m** of which **£38.2m** was arrears

Graph 8: Maintenance Collected and Arranged

Total Amount Collected and Arranged - Rolling 12 Months to December 13



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 reported after January 2012 are calculated on a New Measures basis, including cases managed off system.
- 3) Figures include 1993 Scheme cases held on the CSCS computer system. CSCS data included in this graph prior to December 2012 is based on a 5% sample. After this date, a 100% CSCS data source has been used.
- 4) Maintenance "Arranged" rather than "Collected" relates to Maintenance Direct cases. Maintenance Direct is where, following a maintenance calculation by CSA, the non resident parent pays child maintenance directly to the Parent with care. The assessment on the case is used to derive the amount arranged. These cases are assumed to be fully meeting their current liability since clients can come back to the CSA if there is a default on their payment or to request a new calculation.

Table 13: Maintenance Collected and Arranged: Quarterly Measure

Quarter Ending	Maintenance Collected £m ^(1,4)	Of which, contribution towards arrears £m ^(3,4)	Estimated value of Maintenance Direct arrangements in place £m ^(2,4)	Total amount collected / arranged £m ⁽⁴⁾
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	205.5	46.2	97.6	303.1
Jun-12	204.9	39.8	98.0	302.9
Sep-12	208.4	40.7	98.6	307.0
Dec-12	206.5	43.7	101.6	308.1
Mar-13	208.5	43.3	103.4	311.9
Jun-13	213.7	38.1	105.4	319.1
Sep-13	218.4	39.5	105.7	324.2
Dec-13	209.1	38.2	105.7	314.8

Notes:

1)

- a. The amount of maintenance collected is that collected via the CSA Collection Service and therefore includes cases managed off system.
- b. 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)

- a. 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

- b. The estimated value of Maintenance Direct arrangements includes Maintenance Direct cases processed off system from April 2008.
- 3)
 - a. 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.
 - b. 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.
 - c. The issue raised in note 3a & 4c has been rectified from January 2012 due to a change in methodology and source data.
- 4)
 - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
 - b. Figures include 1993 Scheme cases held on the CSCS computer system. CSCS data included in this table for arrears collected and for maintenance direct arrangements in place is based on a 5% sample up to March 2012. After this date, a 100% CSCS data source has been used.
 - c. From January 2012 the source of this data has changed to allow for consistency throughout the publication. For further details please see [Information on Child Maintenance Administrative Data Sources](#).

Cases Contributing Towards Arrears

This shows the number of cases with outstanding arrears at the end of the quarter, and the number and percentage of those cases that made a contribution towards the arrears within the period.

Table 14: Cases Contributing Towards Arrears

Quarter Ending:	Overall Agency Cases - in which:				
	Number of Cases with an Arrears Liability ^(1,2)	Paying Towards Arrears ^(1,4,5)	Amount of Arrears Paid (£m) ^(1,5)	% Paying Towards Arrears ^(1,5)	Closing Balance (£m) ^(1,3)
Jan-12	1,185,400	284,500	£45.7	24%	£3,838
Feb-12	1,191,100	299,500	£47.5	25%	£3,839
Mar-12	1,190,900	275,700	£46.2	23%	£3,823
Apr-12	1,196,100	278,400	£43.7	23%	£3,827
May-12	1,197,900	250,400	£42.2	21%	£3,823
Jun-12	1,195,200	270,600	£39.8	23%	£3,825
Jul-12	1,206,600	247,300	£41.4	21%	£3,827
Aug-12	1,207,500	260,400	£40.5	22%	£3,829
Sep-12	1,205,500	243,400	£40.7	20%	£3,834
Oct-12	1,214,300	256,800	£43.3	21%	£3,843
Nov-12	1,217,900	273,100	£43.5	22%	£3,847
Dec-12	1,222,200	261,900	£43.7	21%	£3,800
Jan-13	1,230,900	280,300	£43.6	23%	£3,803
Feb-13	1,230,800	284,900	£43.0	23%	£3,809
Mar-13	1,242,700	289,700	£43.3	23%	£3,815
Apr-13	1,239,900	273,600	£41.4	22%	£3,818
May-13	1,244,300	254,100	£40.0	20%	£3,823
Jun-13	1,245,300	249,100	£38.1	20%	£3,826
Jul-13	1,253,300	241,600	£38.3	19%	£3,838
Aug-13	1,256,500	287,200	£37.8	23%	£3,840
Sep-13	1,259,700	246,500	£39.5	20%	£3,847
Oct-13	1,268,100	251,800	£38.5	20%	£3,848
Nov-13	1,264,500	261,800	£38.4	21%	£3,850
Dec-13	1,271,600	244,500	£38.2	19%	£3,859

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) The number of cases with an arrears liability is determined as the number of cases with arrears at the start of the current quarter.
- 3) The amount of arrears owed is the amount of arrears owed as at the end of the month.
- 4) A case is counted as paying towards arrears if they had an outstanding arrears balance at the end of the previous quarter and no liability to pay regular maintenance over current the quarter but money is being received via the collection service or, if the full regular liability has been satisfied in the quarter and additional payments have been received. Only payments over the existing liability amounts are counted towards the amount of arrears being paid. Therefore these figures will differ to that on page 46 (Table 18) which looks at the number of cases with arrears at the end of the current quarter.
- 5) Maintenance direct cases are included within this table. These cases and associated money are only classed as contributing towards arrears if money is received via the collection service.
- 6) A case is counted as paying towards arrears if they have and outstanding arrears balance and no liability to pay regular maintenance over the quarter but money is being received via the collection service or, if the full regular liability has been satisfied in the quarter and additional payments have been received. Only payments over the existing liability amounts are counted towards the amount of arrears being paid.

Outstanding Maintenance Arrears

This shows the live caseload and those cases which have been cancelled/withdrawn or closed where the non resident parent has arrears, the annual outstanding maintenance arrears position from January 2012, split out by system.

- Outstanding Child Maintenance Arrears have increased from £3,847 million in September 2013 to **£3,859 million** in December 2013².
- The number of cases with arrears has increased from 1,271,900 in September 2013 to **1,277,000** in December 2013.
- A graph of Outstanding Maintenance Arrears sourced from the Agency's General Ledger is included in Annex B to provide further historical data.

Graph 9: Outstanding Maintenance Arrears

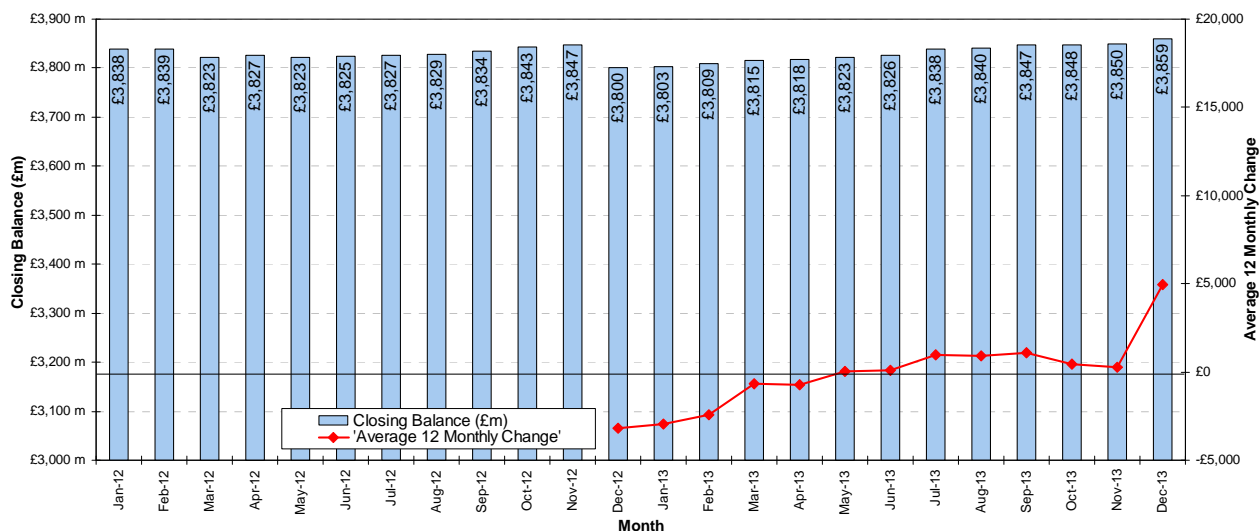


Table 15: Outstanding Maintenance Arrears

This shows the number of cases with outstanding arrears at the end of the quarter.

Quarter ending:	1993 Scheme ^(1,2,5)		2003 Scheme ^(1,2,5)		Closing Balance (£m) ^(1,3,4,5)	Total Cases with Arrears ^(1,2,5)
	Amount of Arrears (£m)	Cases with arrears	Amount of Arrears (£m)	Cases with arrears		
Jan-12	£2,587	420,100	£1,249	776,400	£3,838	1,196,800
Feb-12	£2,575	417,000	£1,261	781,400	£3,839	1,198,600
Mar-12	£2,550	413,500	£1,271	782,100	£3,823	1,195,900
Apr-12	£2,537	412,600	£1,288	794,300	£3,827	1,207,200
May-12	£2,520	409,100	£1,301	798,900	£3,823	1,208,200
Jun-12	£2,512	406,800	£1,311	799,000	£3,825	1,206,100
Jul-12	£2,498	405,500	£1,327	809,300	£3,827	1,215,100
Aug-12	£2,490	404,900	£1,337	813,600	£3,829	1,218,800
Sep-12	£2,483	402,500	£1,350	820,200	£3,834	1,222,900
Oct-12	£2,476	401,100	£1,365	830,000	£3,843	1,231,400
Nov-12	£2,469	400,000	£1,377	831,000	£3,847	1,231,300
Dec-12	£2,405	396,300	£1,392	846,600	£3,800	1,243,200
Jan-13	£2,397	393,900	£1,404	846,200	£3,803	1,240,400
Feb-13	£2,391	393,100	£1,417	851,300	£3,809	1,244,700
Mar-13	£2,385	391,400	£1,428	854,000	£3,815	1,245,600
Apr-13	£2,375	390,700	£1,441	862,700	£3,818	1,253,600
May-13	£2,367	389,800	£1,454	866,900	£3,823	1,256,900
Jun-13	£2,359	387,900	£1,465	871,800	£3,826	1,259,900
Jul-13	£2,356	387,100	£1,481	881,000	£3,838	1,268,400
Aug-13	£2,352	385,900	£1,486	878,600	£3,840	1,264,800
Sep-13	£2,348	386,000	£1,497	885,700	£3,847	1,271,900
Oct-13	£2,341	384,200	£1,505	886,400	£3,848	1,270,800
Nov-13	£2,337	382,900	£1,511	881,800	£3,850	1,265,000
Dec-13	£2,334	382,900	£1,524	893,800	£3,859	1,277,000

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) Figures include cases that did not make a contribution towards the arrears within the quarter and will therefore differ from the figures on page 39.
- 3) Figures show the gross arrears position at the end of each quarter sourced from the Agency's internal MI.
- 4) Due to the different sources, figures may differ slightly from CSA's Annual Report and Accounts.
- 5) There are a small number of cases where the scheme in which the case is held cannot be identified, therefore scheme breakdowns may not sum to overall Agency figures.
- 6) This table is cases with arrears at the end of the quarter and therefore will defer to the number of cases with an arrears liability on page 41 (table 14).

Outstanding Arrears by Weekly Liability

This shows the number of cases with outstanding arrears at the end of the quarter split by value of arrears.

- 66.6% of the total outstanding arrears are owed by Non Resident Parents who currently have either an assessment value of Nil or under £5.

Table 16: Number of Cases with Outstanding Arrears by Weekly Liability

Weekly Liability (£)	Under £100 ^(1,3,6)	%	£100 - £499.99 ^(1,3,6)	%	£500 - £999.99 ^(1,3,6)	%	£1,000 - £4,999.99 ^(1,3,6)	%	£5,000 - £9,999.99 ^(1,3,6)	%	£10,000 - £19,999.99 ^(1,3,6)	%	£20,000 - £49,999.99 ^(1,3,6)	%	£50,000 and Over ^(1,3,6)	%	Total ^(1,3,6)	%
No Assessment	102,400	8.0%	144,100	11.3%	83,700	6.6%	181,400	14.2%	60,100	4.7%	44,900	3.5%	30,100	2.4%	4,100	0.3%	650,700	51.0%
Under 5	46,900	3.7%	61,300	4.8%	34,300	2.7%	46,700	3.7%	6,900	0.5%	2,500	0.2%	600	-	-	-	199,200	15.6%
5.01 - 25 .00	31,700	2.5%	21,600	1.7%	9,600	0.8%	19,500	1.5%	4,500	0.3%	1,700	0.1%	600	-	-	-	89,200	7.0%
25.01 - 50.00	42,700	3.3%	74,500	5.8%	20,300	1.6%	42,300	3.3%	11,400	0.9%	5,600	0.4%	1,100	0.1%	100	-	197,900	15.5%
50.01 - 100.00	18,100	1.4%	50,800	4.0%	13,300	1.0%	24,600	1.9%	7,300	0.6%	4,600	0.4%	2,400	0.2%	200	-	121,300	9.5%
100.01 - 150.00	600	-	5,100	0.4%	3,100	0.2%	3,100	0.2%	1,100	0.1%	900	0.1%	700	0.1%	300	-	14,700	1.2%
Over £150.01	100	-	800	0.1%	900	0.1%	1,000	0.1%	300	-	300	-	300	-	200	-	3,900	0.3%
Total	242,500	19.0%	358,100	28.0%	165,200	12.9%	318,600	24.9%	91,500	7.2%	60,400	4.7%	35,800	2.8%	4,900	0.4%	1,277,000	100.0%

Notes:

- Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- Figures for weekly assessment are derived by converting quarterly liability value to a weekly amount.
- Includes all cases with a positive outstanding arrears value.
- Weekly assessment values have been set to 0 for all cases with no current assessment or no ongoing assessment.
- Cases which have been recorded as maintenance direct have had the weekly assessment set to the value of the weekly assessment amount.
- Maintenance Direct cases with arrears are included in this table. Maintenance Direct cases are only classed as contributing towards these arrears if a receipt is received via the collection service.
- This table is cases with arrears at the end of the quarter and therefore will defer to the number of cases with an arrears liability on page 41 (table 14).

- 60.0% of cases with arrears owe less than £1,000, this makes up 5.8% of the total value of arrears owed.

Table 17: Arrears owed by Weekly Liability – December 2013

Weekly Liability (£)	Under £100 (£000's) ^(1,3,6)	%	£100 - £499.99 (£000's) ^(1,3,6)	%	£500 - £999.99 (£000's) ^(1,3,6)	%	£1,000 - £4,999.99 (£000's) ^(1,3,6)	%	£5,000 - £9,999.99 (£000's) ^(1,3,6)	%	£10,000 - £19,999.99 (£000's) ^(1,3,6)	%	£20,000 - £49,999.99 (£000's) ^(1,3,6)	%	£50,000 and Over (£000's) ^(1,3,6)	%	Total (£000's) ^(1,3,6)	%
No Assessment	£4,120	0.1%	£38,601	1.0%	£60,802	1.6%	£434,042	11.2%	£427,741	11.1%	£633,627	16.4%	£901,079	23.3%	£275,569	7.1%	£2,775,581	71.9%
Under 5	£1,810	-	£16,391	0.4%	£24,763	0.6%	£97,223	2.5%	£47,874	1.2%	£32,552	0.8%	£15,321	0.4%	£2,161	0.1%	£238,096	6.2%
5.01 - 25 .00	£1,388	-	£5,286	0.1%	£6,965	0.2%	£45,039	1.2%	£30,842	0.8%	£23,186	0.6%	£17,377	0.5%	£2,484	0.1%	£132,567	3.4%
25.01 - 50.00	£2,151	0.1%	£16,720	0.4%	£14,661	0.4%	£101,126	2.6%	£79,397	2.1%	£76,028	2.0%	£30,641	0.8%	£3,625	0.1%	£324,350	8.4%
50.01 - 100.00	£1,099	-	£13,802	0.4%	£9,465	0.2%	£58,834	1.5%	£51,736	1.3%	£64,281	1.7%	£70,105	1.8%	£11,851	0.3%	£281,173	7.3%
100.01 - 150.00	£31	-	£1,428	-	£2,005	0.1%	£7,364	0.2%	£7,716	0.2%	£12,123	0.3%	£21,254	0.6%	£23,038	0.6%	£74,960	1.9%
Over £150.01	£5	-	£222	-	£697	-	£2,255	0.1%	£2,129	0.1%	£3,969	0.1%	£9,571	0.2%	£13,867	0.4%	£32,714	0.8%
Total	£10,603	0.3%	£92,451	2.4%	£119,358	3.1%	£745,884	19.3%	£647,436	16.8%	£845,766	21.9%	£1,065,349	27.6%	£332,596	8.6%	£3,859,442	100.0%

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) Figures for weekly assessment are derived by converting quarterly liability value to a weekly amount.
- 3) Includes all cases with a positive outstanding arrears value.
- 4) Weekly assessment values have been set to 0 for all cases with no current assessment or no ongoing assessment.
- 5) Cases which have been recorded as maintenance direct have had the weekly assessment set to the value of the weekly assessment amount.
- 6) Maintenance Direct cases with arrears are included in this table. Maintenance Direct cases are only classed as contributing towards these arrears if a receipt is received via the collection service.

Outstanding Arrears by Date of Last Payment

This shows the number of cases that last made a payment towards arrears in each quarter.

- 18.1% of cases with an arrears liability made a contribution in the quarter to December 2013.
- 58.8% of cases have not made a payment towards outstanding arrears since January 2012.

Table 18: Outstanding Arrears by Date of Last Payment

Number of Cases:	Arrears Banding ⁽¹⁾								Total
	£0.00 to £100	£100.01 to £500	£500.01 to £1,000	£1,000.01 to £5,000	£5,000.01 to £10,000	£10,000.01 to £20,000	£20,000.01 to £50,000	Over £50,000	
Last paid quarter to Dec 13	53,000	79,800	26,300	47,100	12,900	7,600	3,500	300	230,500
Last paid quarter to Sep 13	24,800	39,100	11,700	14,500	2,900	1,300	500	-	94,700
Last paid quarter to Jun 13	10,300	19,400	7,400	10,500	2,100	1,000	400	-	51,200
Last paid quarter to Mar 13	12,000	19,700	8,600	12,500	2,300	1,000	400	-	56,600
Last paid quarter to Dec 12	4,400	8,200	4,000	7,600	1,600	800	400	-	27,000
Last paid quarter to Sep 12	3,100	6,400	3,700	7,000	1,500	800	400	-	22,800
Last paid quarter to Jun 12	2,800	6,000	3,600	7,100	1,600	800	300	-	22,300
Last paid quarter to Mar 12	3,100	5,500	3,300	6,800	1,700	800	300	-	21,400
Never paid ⁽⁴⁾	129,100	174,100	96,500	205,500	65,100	46,300	29,600	4,300	750,500
Total Cases	242,500	358,100	165,200	318,600	91,500	60,400	35,800	4,900	1,277,000

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) This table looks at the number of cases with arrears at the end of the quarter and when a payment towards arrears has been received and will therefore differ from the number of cases paying towards arrears on page 41 (Table 14) which looks at the number of cases with arrears at the end of the previous quarter.
- 3) Maintenance direct cases with arrears are include within these tables, these cases are only classed as paying towards arrears if a receipt has been received via the collection service.
- 4) Data only available from January 2012, if no payments have been made after this date the case will be classed as 'Never Paid'.

Arrears Distribution

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

- 59.9% of the arrears caseload owe £1,000 or less
- Arrears of over £10,000 make up 58.1% of the total value of outstanding arrears.

Table 19: Arrears Distribution

Arrears Band	Arrears Caseload (%):	Value of Arrears (%):
	December 13 ^(1,2)	December 13 ⁽¹⁾
Under £100	19.0%	0.3%
Over £100 to £500	28.0%	2.4%
Over £500 to £1,000	12.9%	3.1%
Over £1,000 to £5,000	24.9%	19.3%
Over £5,000 to £10,000	7.2%	16.8%
Over £10,000 to £20,000	4.7%	21.9%
Over £20,000 to £50,000	2.8%	27.6%
Over £50,000	0.4%	8.6%

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) A case is counted in the arrears caseload if they have outstanding arrears at the end of the quarter.

Arrears Segmentation

This table 'segments' the total outstanding arrears into various categories linked to the Agency's Arrears Strategy.

The level of arrears on priority cases where a child could still benefit has steadily increased since June 2012 although a fall can be seen in the latest quarter from £1,254m to £1,248m. The arrears on cases where money is flowing has also fallen by £5m in the latest quarter. Arrears owed to the Secretary of State is on a downward trend as very few arrears of this type can now accrue due to the removal of the compulsion on parents with care who are claiming benefits to use the CSA to collect maintenance payments. The amount of uncollectable arrears is increasing, which is mainly due to the number of deceased parents.

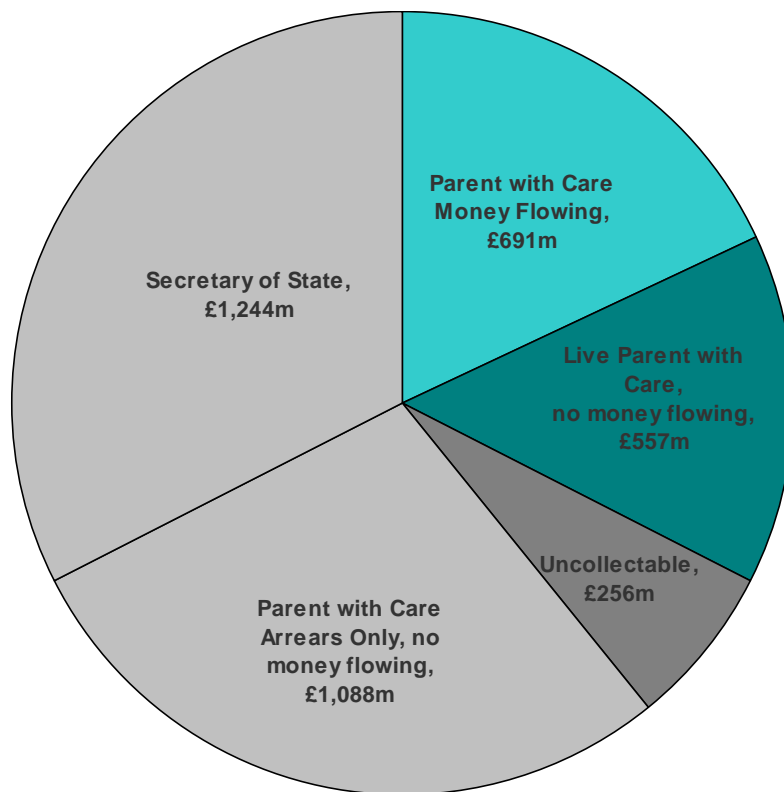
Table 20: Arrears Segmentation

Quarter:	Total Arrears ^(1,2)	Uncollectable ^(1,4)	Secretary of State ^(1,5)	Parent with Care Arrears Only, no money flowing ^(1,6,8)	Priority Cases ^(1,6,8)		
					Parent with Care Arrears Only, money flowing ⁽⁷⁾	Parent with Care, money flowing ⁽⁷⁾	Live Parent with Care, no money flowing
Jun-12	£3,810m	£224m	£1,361m	£1,030m	£128m	£549m	£518m
Sep-12	£3,818m	£232m	£1,341m	£1,049m	£128m	£546m	£521m
Dec-12	£3,782m	£237m	£1,295m	£1,021m	£118m	£563m	£548m
Mar-13	£3,796m	£241m	£1,281m	£1,037m	£115m	£575m	£546m
Jun-13	£3,805m	£244m	£1,265m	£1,050m	£110m	£585m	£552m
Sep-13	£3,824m	£250m	£1,255m	£1,065m	£110m	£586m	£558m
Dec-13	£3,836m	£256m	£1,244m	£1,088m	£110m	£581m	£557m

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) Total arrears are less than the arrears figure shown elsewhere in this publication as some cases with arrears are uncategorised and do not fall into any of the above classifications.
- 3) Arrears allocated to groups on a hierarchical basis.
- 4) Uncollectable arrears defined as arrears on cases where the non resident parent or parent with care is deceased, where the arrears are deferred or where the arrears are classed as Interim Maintenance Assessment Gap (money that cannot be collected due to it not being covered by legislation).
- 5) Secretary of State arrears are Child Maintenance arrears which are owed to the Government.
- 6) Parent with care arrears are owed by the non resident parent to the parent with care. Arrears only cases are those where no ongoing child maintenance liability exists.
- 7) Money flowing includes those cases where any child maintenance is being paid by the non resident parent, this could be ongoing maintenance and / or arrears of maintenance.
- 8) Priority cases are where money is either flowing or where a child could benefit.

Graph 10: Arrears Segmentation – December 2013



Enforcement

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

- The number of Deduction from Earnings Orders/Requests issued between April 2012 and March 2013 was 78,770.
- The number of Lump Sum and Regular Deduction Orders authorised has continued to increase; 1,145 authorised during the period April 11 to March 12 rising to 1,385 in the period April 12 to March 13.

Table 21: Enforcement

	Apr 2007 - Mar 2008	Apr 2008 - Mar 2009	Apr 2009 - Mar 2010	Apr 2010 - Mar 2011	Apr 2011 - Mar 2012	Apr 2012 - Mar 2013	Year to Date Apr 2013 - Nov 2013
England, Wales and Scotland							
Civil Enforcement Actions							
Deduction from Earnings Orders/Requests (DEO/R) ⁽¹⁾							
Total issued	74,550	66,705	64,835	63,060	62,740	78,770	47,125
Number of active DEO/R	153,855	148,385	140,900	140,125	141,690	189,880	188,620
Total value received from DEO/R (£m)	277	312	299	285	288	329	224
Compliance at end of period (%)	76	78	82	81	82	87	88
Deduction Orders ⁽²⁾							
Number of Cases where disclosure requests sent	-	-	1,795	4,355	3,980	5,250	4,760
Total number of Cases deselected at disclosure stage	-	-	1,230	3,270	2,925	2,900	3,065
Number of Lump Sum Deduction Orders authorised ⁽³⁾	-	-	165	375	430	565	390
Total value of funds secured by Lump Sum Deduction Order (£)	-	-	641,390	1,346,180	1,214,250	1,582,980	1,069,235
Total value received from Lump Sum Deduction Order (£)	-	-	378,575	968,035	1,263,465	1,396,815	990,730
Number of Regular Deduction Orders authorised	-	-	170	385	715	820	605
Total value of Regular Deduction Orders authorised (£)	-	-	1,522,625	3,425,815	4,966,070	5,215,735	4,670,820
Total value received from Regular Deduction Order (£)	-	-	79,950	245,360	531,370	634,800	566,320
Total disclosures in progress	-	-	460	370	265	920	1,150
Liability Orders ⁽⁴⁾							
Number Applied for	21,175	28,360	26,830	19,365	19,390	19,415	10,145
Number Granted	17,755	24,675	23,485	18,510	17,080	15,660	9,610
Number Withdrawn / Dismissed	1,215	1,055	845	1,055	1,205	1,215	905
Distress Actions (E&W) ⁽⁵⁾							
Number of Bailiff referrals	14,765	18,380	14,270	11,325	13,645	13,365	7,200
Charge for Payment (Scotland) ⁽⁶⁾							
Number Sent	1,190	2,015	1,320	880	645	625	285
Number Served	950	1,805	1,195	1,150	655	565	285
Charging Orders (E&W) ⁽⁷⁾							
Number Applied for	1,735	2,480	2,800	2,210	3,235	2,415	1,285
Number Granted	1,125	1,545	1,695	1,730	2,480	2,055	1,070
Number Withdrawn	365	285	315	180	105	90	40
Orders for Sale (E&W) ⁽⁸⁾							
Number referred for consideration	-	105	335	405	505	595	245
Number Withdrawn / Other closure	-	5	90	165	345	365	265
Full Order for Sale Granted	-	15	35	75	60	80	50
Number paid before Full Order for Sale	-	10	60	120	125	95	95
Bill of Inhibition (Scotland) ⁽⁹⁾							
Number issued	1,045	1,745	900	665	405	300	120
Number successful	20	25	15	385	370	260	105
Committals ⁽¹⁰⁾							
Order to Pay only	90	125	115	65	40	5	-
Suspended Committal sentences	480	580	760	1,010	1,030	245	-
Committal Sentences	25	45	45	40	30	10	-
Suspended driving license disqualification sentences	15	45	75	165	250	55	-
Driving license disqualification sentences	5	5	10	30	45	5	-
Recovery from Deceased Estate ⁽¹¹⁾							
Cases referred to DWP for action	-	-	15	1,040	1,140	910	675
Total value of debt referred to DWP (£)	-	-	98,840	5,721,910	5,965,445	5,458,095	3,591,480
Number of cases with debt recovered by DWP	-	-	-	60	130	110	80
Total value of debt recovered by DWP (£)	-	-	-	242,495	402,130	489,540	314,660
Criminal Enforcement Actions							
Prosecutions ⁽¹²⁾							
Section 32(8) - Action taken for failure to implement a DEO request	-	40	100	185	85	60	10
Section 14(A)2 - Action taken for Misrepresenting evidence (Fraud)	-	10	30	40	55	60	15
Section 14(A)3 - Failure to provide evidence	-	1,390	1,610	750	415	40	15

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.
- DEO/R figures for April 2012 onwards have been calculated based on a new methodology.

- c. Total number of DEO/R's issued is the live caseload in which a new DEO/R has been applied. A new DEO/R has been identified by comparing the current quarter to the previous quarter, if a DEO/R did not exist on the previous quarter but does on the current quarter then this has been classed as a new DEO/R being issued.
 - d. Number of active DEO/Rs is the live caseload where a DEO/R is in place.
 - e. Total value received from a DEO/R is the sum of the receipts on the live caseload where a DEO/R is in place.
 - f. Percentage Compliance is calculated on the number of cases contributing towards a current liability and has a DEO/R in place.
- 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 non resident parent 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 non resident parent.
 - 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 significant. 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 non resident parent 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. 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

This shows the number of appeals, where a client challenges the maintenance decision, and time taken to deal with appeals.

- The number of Appeals received during 2012-2013 was 5,605, a decrease of 905 on the number received during 2011-2012 and lower than the number received during 2010-2011 which was 5,960.
- The number of appeals being submitted to the Tribunal Service has reduced by 7% from March 2008 where it was 4,400 to March 2013 where it was 4,080.
- From October 2013 Mandatory Reconsiderations have been introduced into the appeals process. This is where the Child Maintenance Service will look again at the entire decision before a client can appeal against it.

The average end to end process time taken to clear an appeal has seen a gradual increase from April 2007. This is due to increased workload from DWP and the knock on effect of the increased time taken for a hearing to be arranged and decision to be made by the Jurisdiction, which is outside Agency control.

Table 22: Appeals

	Financial Year						Rolling 12 month period
	Apr 2007 - Mar 2008	Apr 2008 - Mar 2009	Apr 2009 - Mar 2010	Apr 2010 - Mar 2011	Apr 2011 - Mar 2012	Apr 2012 - Mar 2013	Jan 2012 - Dec 2013
CSA Appeals received⁽¹⁾							
1993 Scheme	3,075	2,990	2,200	1,515	1,270	845	475
2003 Scheme	4,210	4,845	4,115	4,105	5,080	4,605	3,835
Departure Appeals	525	470	430	335	160	160	105
Total Appeals received	7,810	8,305	6,750	5,960	6,510	5,605	4,415
Outcomes⁽¹⁾							
Revised ⁽²⁾	1,685	1,740	1,425	1,180	1,460	1,245	1,155
Withdrawn ⁽³⁾	1,165	1,370	1,235	805	1,235	1,015	825
Submitted to Tribunal Service ⁽⁴⁾	4,400	5,250	4,040	3,885	3,840	4,080	3,695
Average time taken to clear (weeks) - Stage 1	8.5	10.7	7.5	6.9	8.7	7.7	7.2
Average time taken to revise a Maintenance calculation following a decision from The Tribunal Service - Stage 3⁽¹⁾							
Average time taken in weeks	0.3	0.8	0.7	0.6	0.6	0.6	0.6
Average time taken in days	2.3	5.9	5.2	4.2	4.2	4.4	4.1
Average time taken to clear the end to end process (weeks)⁽¹⁾	20.0	21.8	25.7	28.4	30.9	32.5	33.1

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) 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.
- 3) 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.
- 4) Submitted to Tribunal Service - When an application decision is disputed and is reconsidered, but the applicant is still not satisfied with the outcome.
- 5) 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>.

Complaints

This shows how many complaints the Agency receives and manages each month.

- 3,800 complaints were received in the quarter to December 2013.

Table 23: Complaints

Month Ending:	Number of Complaints Received ⁽¹⁾	Total Closures ⁽¹⁾	Uncleared Work ⁽¹⁾	% of complaints fully resolved or had a resolution plan in place within 15 days ⁽¹⁾
Jan-12	1,830	1,760	1,580	99.3%
Feb-12	1,900	1,840	1,640	99.8%
Mar-12	1,930	1,940	1,620	99.5%
Apr-12	1,630	1,490	1,760	99.2%
May-12	1,810	1,840	1,750	99.5%
Jun-12	1,530	1,510	1,770	99.3%
Jul-12	1,900	1,750	1,920	99.0%
Aug-12	1,710	1,690	1,920	99.3%
Sep-12	1,490	1,530	1,890	99.4%
Oct-12	1,930	1,770	1,900	99.6%
Nov-12	1,960	1,920	1,930	99.2%
Dec-12	1,400	1,500	1,860	99.3%
Jan-13	1,860	1,720	2,010	99.6%
Feb-13	1,810	1,820	1,990	99.6%
Mar-13	1,680	1,930	1,720	99.4%
Apr-13	1,410	1,550	1,600	99.3%
May-13	1,440	1,490	1,560	99.9%
Jun-13	1,310	1,370	1,540	99.6%
Jul-13	1,470	1,360	1,580	99.6%
Aug-13	1,180	1,330	1,400	99.5%
Sep-13	1,120	1,220	1,320	99.6%
Oct-13	1,420	1,330	1,410	99.7%
Nov-13	1,320	1,300	1,460	99.5%
Dec-13	1,080	1,090	1,450	99.4%

Notes:

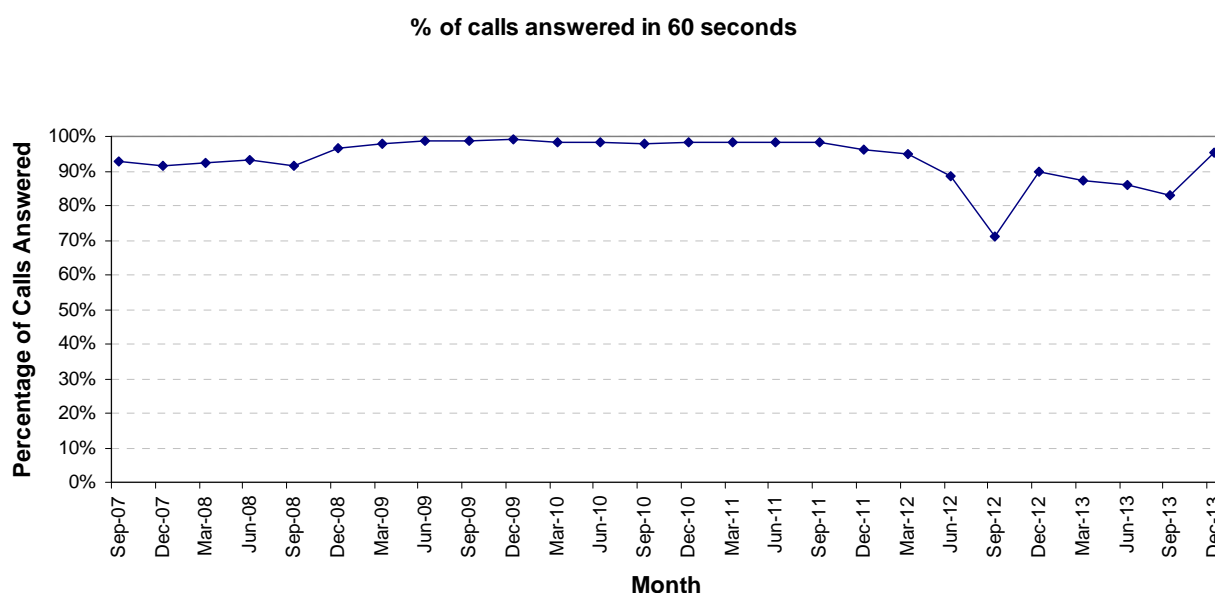
- 1) The number of complaints received includes complaints at the resolution and review stage, and complaints handled off system.

Telephony Performance

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

- **2,289,400** telephone calls were answered in the 9 months to December 2013, with the calls answered from the queue in an average of **36** seconds. This compares to the 9 months to December 2012 where 2,558,300 telephone calls were answered, with the average waiting time of 33 seconds.
- The in month percentage of calls answered within 60 seconds was **95.2%** for December 2013. This is compared to a September 2013 figure of 83.1% and the December 2012 figure of 89.6%.
- The year to date position as at December 2013 was **86.8%**. This was up on the year to date position as at September 2013 of 85.5% and lower than the December 2012 position of 88.2%.
- The dip in telephony performance in September 2012 is attributable to the increase in connection companies targeting lines meaning a greater number of calls are being received on lines that are not resourced to cope with the customer demand, resulting in a reduction in both calls answered and time to answer. A technical solution was implemented October 2012.

Graph 11: 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.

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.

Complaints figures are rounded to the nearest 10.

Collections figures are rounded to the nearest £0.1m

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

Data

CSCS data is a 100% download of all cases administered on the CSCS computer system. Updates are received at each month end.

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.

Cases operating under 2003 Scheme rules are recorded on the CS2 computer system. Those cases operating under 1993 Scheme rules are mainly recorded on CSCS with a proportion of transitional cases, recorded on the CS2 computer systems. Transitional cases are cases that still fall under CSCS rules but are processed on CS2 by Transitional Caseworkers.

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.

Some of the measures from the above sources are subject to revision caused by late notifications on the system with intake, clearances and uncleared work the most affected. In most months retrospection has minimal impact, with measures being impacted typically by less than 50 cases in previous months. Tables affected by retrospective changes are footnoted throughout the publication.

Accuracy figures are based on checking a sample of cases that have had a new assessment carried out to ensure that specific elements of the case, such as the maintenance calculation, are correct. The accuracy information in this publication relates to the CS2 system only. In 2011/12 for cases administered on the CS2 system, this represented a sample of approximately 1.66% of the total population.

Click for further information in [Child Support Agency \(CSA\) Quarterly Summary of Statistics \(QSS\) Metadata](#) or [Information on Child Maintenance Administrative Data Sources](#)

More details on DWP policy statements including quality guidelines can be found at: <https://www.gov.uk/government/organisations/department-for-work-pensions/about/statistics>

Detailed policy and methodology relating to the Child Support Agency Quarterly Summary of Statistics can be found at: <https://www.gov.uk/government/publications/child-support-agency-quarterly-summary-statistics>

A full list of definitions can be found in the [Child Support Agency \(CSA\) Quarterly Summary of Statistics \(QSS\) Metadata](#)

Information on the quality of these statistics can be found in the [Background Quality Report: Child Support Agency Quarterly Summary of Statistics \(QSS\)](#).

Uses and Users

The Child Support Agency Quarterly Summary of Statistics is used by a wide range of stakeholders both internally and externally, for example by charitable organisations, to:

- Review and monitor performance against key areas including the number of children benefiting from maintenance, total value of money collected and arranged and the number of cases where there has been a successful outcome
- Understand the split of cases and performance across the 1993 and 2003 statutory child maintenance schemes
- Provide a full view of child maintenance activity from application to enforcement.

Click for further information [Uses and users of the Child Support Agency Quarterly Summary of Statistics](#)

2012 scheme

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

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

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

applicants with at least two qualifying children with the same two parents named in the application. On 25 November 2013, the scheme opened up to all new applicants.

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

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

Experimental Statistics on the 2012 Scheme covering the period of August 2013 to September 2013 were published on 25 November 2013, and are available at:
<https://www.gov.uk/government/collections/ad-hoc-statistical-analysis-2013-quarter-4>

Changes to future publications

Appeals Process

A DWP wide change to the way in which clients can appeal against decisions was introduced under Section 102 of the Welfare Reform Act, these changes became effective from 28 October 2013.

The main Appeal Reform changes that impact child maintenance are:

- Mandatory Reconsideration from 28 October - where all decisions will be looked at before a client can appeal against it
- Direct Lodgement from 28 October 2013 - where it is appropriate for clients to appeal, they must appeal direct to HM Courts & Tribunals Service.

The changes will be reflected in future statistics.

Upcoming Releases

The next QSS containing data on 1993/2003 Schemes up to March 2014 is due to be released in April/May 2014. The exact date will be announced at least four weeks in advance on the [UKSA Publication Hub](#).

Help Us Improve Our Publication

We are constantly aiming to improve this release and its associated commentary. We would welcome any feedback you might have.

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Annex A

Initial Clearance Types

This shows a breakdown by type of clearance for all 2003 Scheme clearances.

Table 24: Initial Clearance Types

Month	Total Clearances ^(1,2)	Closed ^(1,3)	Nil Liability ^(1,4)	Maintenance Direct ^(1,5)	Payment Schedule Set Up ^(1,6)	
					Payment(s) Made	No Payment Made ⁽²⁾
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	600
Mar-04	51,600	30,000	4,400	2,100	14,600	500
Jun-04	62,300	43,300	3,800	2,100	12,800	300
Sep-04	50,900	31,300	3,600	2,400	13,300	300
Dec-04	51,100	29,200	3,800	3,500	14,400	200
Mar-05	70,000	45,300	5,200	4,500	14,800	200
Jun-05	78,800	53,100	5,400	4,900	15,100	300
Sep-05	76,500	49,500	5,500	5,500	15,700	300
Dec-05	85,200	55,300	6,300	6,400	16,900	300
Mar-06	92,800	58,400	8,100	6,800	19,200	400
Jun-06	84,700	51,900	6,500	7,600	18,400	300
Sep-06	83,200	54,500	5,700	6,900	15,800	300
Dec-06	72,900	46,100	5,500	5,700	15,200	300
Mar-07	115,300	77,200	8,800	8,100	20,700	500
Jun-07	91,000	54,400	8,100	8,300	19,600	600
Sep-07	86,700	53,700	7,000	7,700	17,800	500
Dec-07	79,100	48,500	6,400	6,900	16,900	400
Mar-08	85,400	53,700	6,800	6,800	17,900	300
Jun-08	84,600	54,200	6,200	6,600	17,300	400
Sep-08	68,200	49,400	3,200	3,700	11,600	300
Dec-08	42,600	26,700	3,000	2,700	9,900	200
Mar-09	30,700	13,500	3,300	2,800	10,800	300
Jun-09	32,300	16,400	2,700	2,700	10,300	200
Sep-09	28,100	11,300	2,700	2,600	11,200	200
Dec-09	26,500	8,000	2,900	2,900	12,400	200
Mar-10	26,300	8,300	2,900	2,900	12,000	200
Jun-10	25,400	7,000	2,700	2,900	12,400	300
Sep-10	28,200	7,500	3,100	3,600	13,700	300
Dec-10	28,900	7,400	3,200	4,000	14,100	300
Mar-11	29,600	7,800	3,400	4,300	13,700	300
Jun-11	27,400	7,100	2,900	4,300	12,900	300
Sep-11	30,800	8,300	3,300	4,700	14,100	400
Dec-11	30,700	7,700	3,200	4,900	14,500	400
Mar-12	30,300	7,800	3,400	4,300	14,300	500
Jun-12	26,700	6,800	2,700	3,900	12,800	500
Sep-12	29,600	7,400	3,100	4,500	13,900	600
Dec-12	30,800	7,400	3,200	4,500	14,900	700
Mar-13	30,000	7,400	3,100	4,600	14,100	800
Jun-13	30,400	7,700	2,900	4,900	13,900	1,000
Sep-13	21,100	5,300	2,000	3,100	9,600	1,200
Dec-13	15,500	4,300	1,600	1,700	5,100	2,900

Notes:

- 1) Figures are against 2003 statutory maintenance service only, including cases managed off system.
- 2) 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.
- 3) 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.
- 4) 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.
- 5) 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.
- 6) Figures may not sum to clearance figures on page 12 due to rounding.
- 7) 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.

Reasons for Case Closure Following Calculation

This shows a breakdown by reason for closure for all 2003 Scheme closures (including cancelled/withdrawn cases) following calculation.

The number of closures in the 'Other' category has almost doubled. This is mainly due to a large number of cases that previously had a cancelled/withdrawn status now ending their liabilities.

Table 25: Reasons for Case Closure Following Calculation

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

Notes:

- 1) Figures are against 2003 statutory maintenance service only, including cases managed off system.
- 2)
 - a. 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.
 - b. 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.
 - c. Figures do not include performance of cases processed off system.
 - d. Figures only include cases closed after a maintenance calculation has taken place.
 - e. 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.
 - f. 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..
- 3) Closures included in the 'Other' category include all case closures where the reason differs from those specified in the table above.

2003 Scheme Caseload Status

This shows the status of all 2003 Scheme cases with an assessment or calculation.

Table 26: 2003 Scheme Caseload Status

Month ending:	Total Caseload ^(1,2,8)	Live Caseload ^(1,3,8)	Current Liability ^(1,4,8)					Maintenance Direct ⁽⁶⁾			No liability/with arrears ^(1,7,8)		No liability/no arrears ^(1,7,8)	
			Paying more than liability - no Arrears	Paying more than liability - with arrears	Paying full liability ⁽⁵⁾	Paying less than liability	Paying Nothing	With additional payments - no arrears	With additional payments - with arrears	With no additional payments	Paying	Paying nothing	Paying	Paying nothing
Jan-12	1,102,800	856,300	16,000	194,500	70,000	85,900	112,700	1,200	3,800	135,200	25,600	206,200	5,200	246,500
Feb-12	1,110,700	862,600	18,200	210,800	56,400	86,200	110,300	1,100	3,800	136,900	25,300	208,700	5,000	248,000
Mar-12	1,119,500	870,200	17,800	186,100	79,600	94,800	106,400	1,300	4,100	138,100	25,700	210,900	5,400	249,300
Apr-12	1,127,600	875,300	12,500	190,000	80,800	98,000	105,900	1,200	4,100	139,000	26,000	212,800	5,000	252,300
May-12	1,136,500	882,000	10,700	163,500	104,200	105,400	106,700	1,200	4,100	139,900	26,100	215,200	5,100	254,500
Jun-12	1,144,300	887,000	13,700	186,000	84,400	99,600	108,500	1,200	3,800	140,600	25,900	218,400	5,000	257,300
Jul-12	1,153,000	894,300	9,900	162,300	108,000	104,600	112,100	1,100	3,700	141,700	25,900	220,100	5,000	258,600
Aug-12	1,161,500	901,100	12,800	176,500	96,600	100,400	114,100	1,100	3,700	142,800	25,900	222,300	5,100	260,400
Sep-12	1,170,100	906,800	11,700	158,500	107,800	106,800	116,500	1,200	3,700	143,300	27,200	224,500	5,800	263,300
Oct-12	1,179,400	914,700	12,200	168,700	99,600	104,000	118,700	1,200	3,700	144,200	28,400	227,400	6,600	264,700
Nov-12	1,187,600	922,500	15,100	185,000	90,000	96,000	120,200	1,300	3,700	145,200	28,600	230,400	7,100	265,100
Dec-12	1,193,200	927,800	13,600	179,200	87,300	110,500	122,100	1,300	3,700	149,000	25,400	229,700	6,000	265,400
Jan-13	1,202,500	933,700	12,800	199,500	84,600	95,600	123,100	1,200	3,700	150,000	25,100	232,700	5,400	268,900
Feb-13	1,210,900	939,800	15,500	205,700	79,200	96,700	122,400	1,100	3,700	151,300	23,900	235,200	5,100	271,200
Mar-13	1,218,500	945,700	10,200	211,700	75,600	108,400	117,800	1,200	3,900	152,200	22,800	236,900	5,000	272,800
Apr-13	1,227,600	951,600	11,900	198,000	95,800	103,300	117,400	1,200	3,900	153,100	22,200	239,800	4,900	276,000
May-13	1,236,200	959,200	12,800	180,200	115,100	105,100	117,200	1,200	4,000	154,300	21,900	242,600	4,800	277,100
Jun-13	1,243,900	965,300	12,500	177,600	121,500	102,700	119,100	1,200	3,900	155,700	21,100	245,100	4,800	278,700
Jul-13	1,252,200	971,000	10,100	171,300	123,000	112,700	118,600	1,200	3,900	156,500	21,100	247,800	4,800	281,300
Aug-13	1,257,100	974,300	12,600	216,500	82,600	106,100	117,400	1,100	3,900	156,900	21,200	251,200	4,900	282,900
Sep-13	1,262,200	976,600	10,400	174,400	118,100	108,900	119,200	1,000	3,900	157,000	22,800	254,800	6,200	285,500
Oct-13	1,267,200	979,300	9,000	178,300	115,600	105,500	119,200	900	3,900	157,200	22,800	259,200	7,600	287,900
Nov-13	1,270,400	980,600	11,600	188,900	106,900	98,600	116,800	900	3,900	157,500	22,500	265,000	8,000	289,800
Dec-13	1,270,200	979,900	9,400	174,100	109,900	110,300	113,200	800	3,800	158,000	22,200	271,600	6,600	290,300

Notes:

- 1)
 - a. Figures are against the 2003 statutory maintenance service only, including cases managed off system. Figures exclude cases where the scheme in which the case is held cannot be identified, therefore scheme breakdowns may not sum to overall Agency figures.
 - b. 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.
 - c. Figures include 2003 Scheme cases with a full maintenance calculation or default maintenance decision.
- 2) Total Caseload: The total number of cases on the CSA 2003 Scheme.
- 3) Live Caseload: The total caseload minus cases with no current or ongoing liability, no arrears and no payments are being made.
- 4) Current Liability: A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance).
- 5) 'Full Liability' includes those cases who have paid 90% or more of the accrued liability via the collection service or maintenance direct within the quarter.
- 6) Maintenance Direct Cases in which the maintenance calculation has been derived by the CSA (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 meeting their current liability (since clients can come back to the CSA if there is a default on their payment or to request a revised calculation).
- 7)
 - a. No Current Liability: A case is classed as having 'No Current Liability' if it is open and currently has a nil liability but has at least one child of qualifying age, and therefore could have a positive liability in the future.
 - b. No Ongoing Liability: A case is classed as having 'No Ongoing Liability' if there is no longer a child maintenance interest on the case i.e. the case has been cancelled/withdrawn, or there are no longer any children of a qualifying age remaining on the case.
- 8)
 - a. Figures include 2003 Scheme cases with a full maintenance calculation or default maintenance decision.
 - b. Definitions for key measures included in the table can be found in the Key Terminology section on page 9.

1993 Scheme Caseload Status

This shows the status of all 1993 Scheme cases with an assessment or calculation.

Table 27: 1993 Scheme Caseload Status

Month ending:	Total Caseload ^(1,2,8)	Live Caseload ^(1,3,8)	Current Liability ^(1,4,8)					Maintenance Direct ⁽⁶⁾			No liability/with arrears ^(1,7,8)		No liability/no arrears ^(1,7,8)	
			Paying more than liability - no arrears	Paying more than liability - with arrears	Paying full liability ⁽⁵⁾	Paying less than liability	Paying Nothing	With additional payments - no arrears	With additional payments - with arrears	With no additional payments	Paying	Paying nothing	Paying	Paying nothing
Jan-12	1,012,300	470,200	1,400	21,700	39,200	6,900	12,600	100	500	28,900	32,300	322,300	4,200	542,100
Feb-12	1,010,800	466,100	1,800	21,300	38,200	7,100	12,100	100	500	28,400	32,100	320,600	4,100	544,700
Mar-12	1,008,900	464,000	1,800	21,100	38,800	7,200	11,300	100	500	27,900	32,100	318,900	4,200	545,000
Apr-12	1,007,000	460,300	1,100	20,100	38,700	8,100	10,700	100	500	27,500	32,000	317,500	4,000	546,700
May-12	1,004,400	456,500	900	18,800	40,000	7,000	10,000	100	500	27,000	31,700	316,600	3,900	547,900
Jun-12	1,002,100	453,400	1,200	18,000	38,600	7,100	9,700	100	400	26,600	31,100	316,800	3,800	548,700
Jul-12	1,000,400	450,100	800	18,700	37,100	6,600	9,500	100	500	26,100	30,800	316,500	3,500	550,300
Aug-12	998,200	447,600	900	17,900	36,200	6,700	9,300	100	400	25,600	30,700	316,200	3,500	550,600
Sep-12	996,600	447,400	800	15,900	38,400	6,400	9,100	100	400	25,100	31,700	315,300	4,300	549,200
Oct-12	994,900	445,800	900	16,700	36,700	6,000	8,800	100	400	24,600	31,700	315,100	4,800	549,100
Nov-12	990,500	444,400	1,100	16,400	36,400	5,800	8,600	100	400	24,100	31,300	315,000	5,100	546,100
Dec-12	986,000	439,800	1,100	16,400	36,000	6,500	8,900	100	400	24,400	30,300	311,700	4,100	546,200
Jan-13	984,500	437,500	900	16,400	36,300	5,400	8,800	100	300	24,300	29,500	311,900	3,500	547,000
Feb-13	983,000	435,600	1,200	17,100	34,200	5,900	8,600	-	300	24,200	28,900	312,000	3,100	547,400
Mar-13	981,800	434,700	700	17,100	35,200	5,600	8,300	-	300	24,100	28,600	311,400	3,200	547,100
Apr-13	980,100	432,800	800	16,000	35,400	5,700	8,300	-	300	24,100	28,200	311,100	3,000	547,300
May-13	977,900	431,600	800	15,000	36,400	5,500	8,000	-	300	23,900	27,700	310,900	3,000	546,300
Jun-13	976,600	429,800	800	14,200	36,600	5,300	8,000	-	300	23,900	27,100	310,800	2,800	546,800
Jul-13	975,600	428,800	600	13,600	37,200	5,300	7,900	-	300	23,800	26,500	310,800	2,700	546,800
Aug-13	974,600	427,500	800	14,600	35,300	5,300	7,900	100	300	23,700	26,100	310,900	2,600	547,000
Sep-13	974,000	425,900	600	12,900	34,800	5,700	7,800	-	300	23,700	26,200	310,900	3,000	548,100
Oct-13	973,500	424,100	500	12,600	33,900	5,000	7,800	-	300	23,600	26,300	310,800	3,200	549,300
Nov-13	973,000	422,700	700	12,400	32,700	5,000	7,700	-	300	23,500	25,900	311,200	3,300	550,300
Dec-13	972,700	420,600	600	12,400	31,200	5,200	7,400	-	300	23,200	25,000	312,400	3,000	552,000

Notes:

- 1)
 - a. Figures are against the 1993 statutory maintenance service only, including cases managed off system. Figures excludes cases where the scheme in which the case is held cannot be identified, therefore scheme breakdowns may not sum to overall Agency figures.
 - b. 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 CSCS computer system.
 - c. Figures include 1993 Scheme cases with a full or interim maintenance assessment.
- 2) Total Caseload: The total number of cases on the 1993 Scheme.
- 3) Live Caseload: The total caseload minus cases with no current or ongoing liability, no arrears and no payments are being made.
- 4) Current Liability: A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance).
- 5) 'Full Liability' includes those cases who have paid 90% or more of the accrued liability via the collection service or maintenance direct within the quarter.
- 6) Maintenance Direct Cases in which the maintenance calculation has been derived by the CSA (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 meeting their current liability (since clients can come back to the CSA if there is a default on their payment or to request a revised calculation).
- 7)
 - a. No Current Liability: A case is classed as having 'No Current Liability' if it is open and currently has a nil liability but has at least one child of qualifying age, and therefore could have a positive liability in the future.
 - b. No Ongoing Liability: A case is classed as having 'No Ongoing Liability' if there is no longer a child maintenance interest on the case i.e. the case has been cancelled/withdrawn, or there are no longer any children of a qualifying age remaining on the case.
- 8)
 - a. Figures include 2003 Scheme cases with a full maintenance calculation or default maintenance decision.
 - b. Definitions for key measures included in the table can be found in the Key Terminology section on page 9.

Annex B – Historical Tables

The following tables are historical tables from previous publications. These will not be updated with new information.

Table 28: Quarterly Caseload by Scheme: Live and Assessed Cases

Quarter ending:	Overall Agency ^(1,2)	2003 Scheme ⁽¹⁾	1993 Scheme ^(1,2)
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
Jun-12	1,118,200	826,200	292,000
Sep-12	1,113,900	839,300	274,600
Dec-12	1,115,400	853,600	261,800

Notes:

1)

- Figures from April 2008 reflect the performance of cases managed off system.
- Figures include 1993 Scheme cases with a full or interim maintenance assessment as well as 2003 Scheme cases with a full maintenance calculation or default maintenance decision.
- Cases which are recorded as Maintenance Direct are included in the live and assessed caseload measure due to the fact that the Maintenance Calculation is worked out by the CSA and maintained on the agency system. Clients can come back to the CSA if there is a default on their payment or to request a new calculation.
- 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.

2)

- a. 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.
- b. 1993 Scheme figures include cases held on the CSCS computer system. CSCS data included in this table is based on a 5% sample.

Table 29: Cases/Children Benefiting from Maintenance

Overall Agency Cases - in which:				
Quarter ending:	Maintenance due ^(1,2)	Positive outcome ^(1,3)	% with positive outcome ⁽¹⁾	Children benefiting from maintenance ^(1,4)
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
Jun-12	864,600	696,500	80.6	900,800
Sep-12	872,800	698,200	80.0	899,400
Dec-12	882,200	701,500	79.5	902,500

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.
- Figures include 1993 Scheme cases held on the CSCS computer system. CSCS data included in this table is based on a 5% sample.

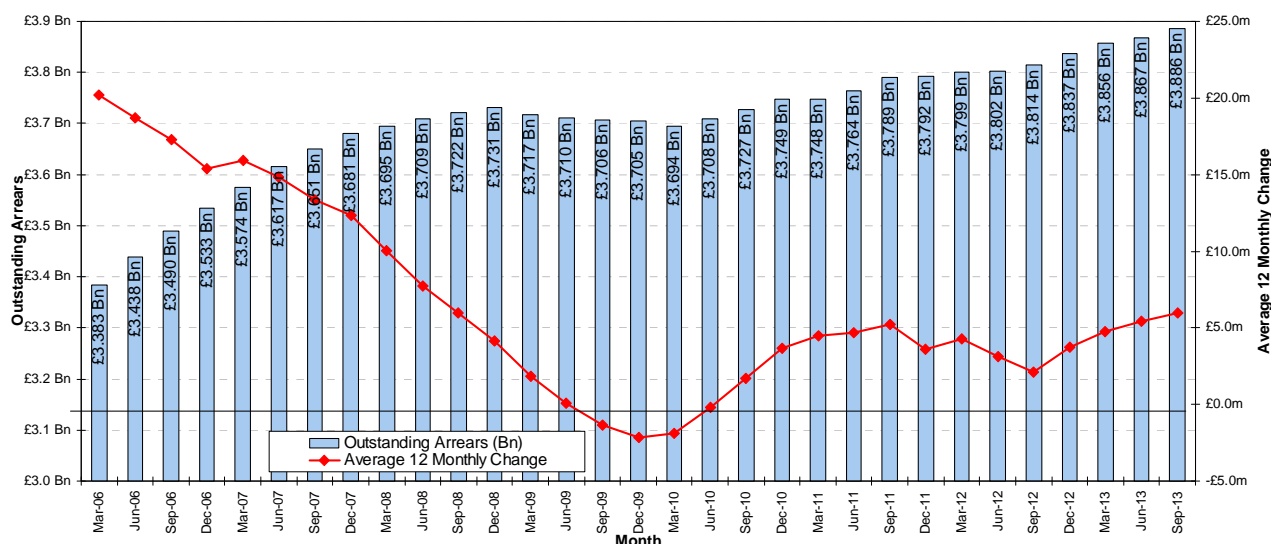
- Cases are classed as having maintenance due if an ongoing liability to pay maintenance exists or arrears of maintenance have been requested. This group of cases consists of assessed not charging, compliant, nil compliant, maintenance direct and others with receipts. Definitions can be found on page 9.
- 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. Maintenance Direct cases account for approximately 27% of the positive outcomes reported in the quarter to September 2013. Cases are classed as maintenance direct if this is their status at the end of the 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 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.

Outstanding Maintenance Arrears

To provide further historical data the graph below is included with data up to September 2013. The data is sourced from the Agency's General Ledger and shows the gross arrears position of non-resident parents at the end of each quarter.

Graph 12: Outstanding Maintenance Arrears



Notes:

- 1) Figures show the gross arrears position at the end of each quarter sourced from the Agency's General Ledger.
- 2) Figures for 12/13 onwards have yet to be audited and finalised. Following publication of the 2008/09, 2009/10 and 2011/12 Client Fund Accounts, outstanding arrears figures have been adjusted. See accounts publications for further detail on changes: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/221407/cmec-client-funds-account-2011-12.pdf
- 3) Adjustments have also been made from 2012/13 onwards which are yet to be agreed with National Audit Office.

Further Information.

For further details, visit: <https://www.gov.uk/government/organisations/department-for-work-pensions/series/child-support-agency-quarterly-summary-statistics--2>