

Information on Child Maintenance Administrative Data Sources

Child Maintenance administrative data sources are covered by the [DWP Statement of Administrative Sources](#).

A full list of Child Maintenance and other DWP administrative data sources is available [here](#).

This document contains specific information relating to Child Maintenance administrative data sources.

Administrative sources used for statistics production

The vast majority of administrative data used are derived from the Child Maintenance administrative systems – in particular the various processing and payment systems: Child Support Computer System (CSCS), Child Support System 2 (CS2), Clerical Case Database (CCD) and Business Management Series Relational (BMSR) database. Other, smaller, administrative sources used are Respond (a Complaints system), Appeals Tracking System, Resource Management System, Operational Management Information System, Deduction Orders Small System, and Recovery from Deceased Estates Small System, Orders for Sale database and Tallyman (a Legal Enforcement system).

Extensive use is made of many of the administrative sources to produce internal Management Information, and the data is also used to support performance against key operational targets. Internal monthly Management Information is the same as that used within the Child Support Agency Quarterly National Statistics. Where Management Information covers the same ground as official statistics, the latter will always be used in any form of public statement prepared for Ministers or officials and in Parliamentary Questions, Freedom of Information Act questions, Press Releases etc (although internal Management Information may be used to provide information to ministers on the Child Maintenance performance). National Statistics in their final form are subject to pre-release access protocols, with limited Quality Assurance and pre-release access lists, which are published alongside the CSA Quarterly Summary of Statistics.

Much of this data is drawn together for statistical purposes into a series of datasets owned and held by Information, Governance and Security Directorate. This is a key information source for statistical outputs, but other sources are also used.

Administrative sources are reviewed to ensure that they are relevant, and are used to report externally where appropriate.

Data Collection

The majority of tables included within the Child Support Agency QSS are calculated from databases derived from the main administrative systems – CS2, CSCS as well as a Clerical Case Database (CCD).

The CS2 computer system is used to administer cases operating under both current scheme and old scheme maintenance calculation rules. The CSCS computer system is used to administer cases operating only under old scheme maintenance calculation rules.

Technical issues exist on many cases administered on the CS2 computer system. As a result a number of these cases are progressed off system on a database known as the Clerical Case database (CCD).

Administrative data is collected primarily to operate the Child Maintenance system and the following extracts used for statistical purposes:

- Monthly 100% extracts of all cases administered on the CS2 computer system;
- Detailed monthly 5% sample extracts of all open cases administered on the CSCS computer system;
- Monthly 100% extracts on outstanding arrears of cases administered on the CS2 computer system;
- Monthly 100% extracts on outstanding arrears of cases administered on the CSCS computer system.
- A weekly extract of all cases administered on the CSA Clerical Case Database (CCD).

As well as the Clerical Case Database (CCD), three additional data feeds are received each month which contain information relating to cases progressed off system, and are used to make adjustments to CS2 data:

- A list of payments that are made manually received in Excel format from the Manual Payments team. Although the case is on CS2 there is a problem which does not allow the payment to be made
- A list of outstanding Maintenance Direct decisions (Task 431) on cases that cannot be correctly entered onto individual cases on CS2, sourced from the CS2 system
- A list of cases that have an assessment carried out or are closed clerically. This is received in Excel format from clerical teams

Additional information is included in the CSA QSS which is derived from a series of other systems including 'Small Systems' that have been designed to record specific types of activities e.g. Deduction Order activity. The Management Information Reporting Team has responsibility for commissioning and assuring this information before including it in the QSS.

This additional information includes monthly information on;

- Financial information from the General Ledgers. This is output in Excel format.
- Cost and sickness information from the Resource Management system. This is produced within a Business Objects Warehouse.
- Information on complaints from the Respond system. This is output as an automated Excel report.
- Information on appeals from the Appeals Tracking System (ATS) system. This system is hosted in Excel where returns are provided by the business area lead.

- Telephony information from the IPCC telephony MI system. These reports are provided in Excel format.
- Information on accuracy performance is provided using a sample of cases tested by case checkers for quality assurance reasons. Results are recorded and reported in Excel.
- Enforcement management information from the Tallyman system. Adhoc reports are run and reported in Excel.
- Orders for Sale information. This is collated and reported using Excel and provided by the business area lead
- Information on the recovery from deceased estates. This is collated and reported using Excel and provided by the business area lead.

All information is sent electronically to the Management Information Reporting Team to an agreed timescale. Assurances are carried out at source and by the Management Information Reporting Team once received. More information on assurances carried out is published in the QSS Background Quality Report.

Data Processing

Data is processed in a variety of ways. In summary, the following processes take place.

- Monthly 100% CS2 extracts – Updates are issued daily from Hewlett Packard (our data provider) and loaded into a database where they are processed and case level information produced. Processing at the end of each month creates a monthly snapshot of these extracts for use by analysts.
- Monthly 5% CSCS extracts are issued in aggregate case level format from Hewlett Packard and loaded into systems for use by analysts.
- Monthly 100% CSCS extracts are issued from Hewlett Packard and loaded into a database. Processing at the end of each month creates a monthly snapshot of these extracts for use by analysts. While the 100% CSCS extract allows full coverage of cases, it does not include the detail provided in the 5% CSCS sample.
- Weekly 100% Clerical Case Database extracts are loaded by Hewlett Packard each week into a Windows environment in Microsoft Access table format. These tables are converted onto a UNIX server in SAS format.
- Information sourced from other systems has been through specific design testing and approval and automated reports are received in aggregate format. Examples include complaints data reports where data is derived from the Respond system.

Other administrative sources

The Child Maintenance Service currently holds a relatively small amount of administrative data on the 'Child Maintenance Options' service that it provides. The Quarterly Summary of Statistics is a product focusing on the activity of the Statutory Maintenance Service, and therefore does not currently include this information. As reform to Child Maintenance services progresses the focus of the QSS will need to change. At this point administrative data on the Child Maintenance Options Service will be considered for inclusion. Information on the proposed reforms can be found in the ['Strengthening families, promoting parental responsibility; the future of child maintenance'](#) Green Paper.