

27 May 2015

Coverage: Great Britain

Theme: Social and Welfare

## CHILD SUPPORT AGENCY QUARTERLY SUMMARY OF STATISTICS

### 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, currently operated through the Child Support Agency (CSA).

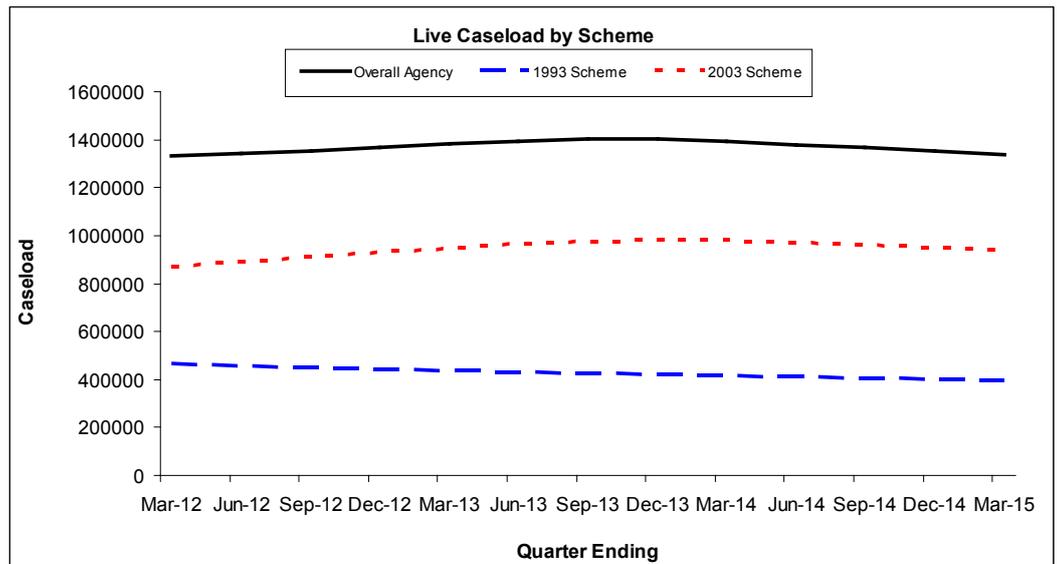
DWP assumed responsibility for the CSA from the Child Maintenance and Enforcement Commission on the 1 August 2012, following an announcement on 14 October 2010 that the Commission would become an executive agency of DWP as part of the Public Bodies Reform. The Commission had responsibility for the CSA between the 1 November 2008 and the 31 July 2012, prior to that DWP had responsibility for the CSA.

The figures presented include cases managed off system.

On the 10 December 2012 a new Child Maintenance Scheme was launched. The scheme was introduced on a pathfinder approach. All new applications are now being accepted and managed on the 2012 scheme. The CSA QSS excludes cases on the 2012 scheme.

### Main Findings

- At the end of March 2015, the CSA live caseload stood at 1.33 million.



- In the quarter ending March 2015, 87.9% of all cases in which maintenance was due had either received maintenance via the CSA collection service, or had a maintenance direct arrangement in place.
- In the quarter to March 2015, maintenance had been collected or arranged by the CSA via the statutory maintenance service on behalf of 762,100 children.
- In the quarter to March 2015, the CSA collected or arranged £280.4m in child maintenance (regular and arrears), of which £33.2m was arrears.
- In the year to March 2015, the CSA collected or arranged £1,177.2m in child maintenance (regular and arrears), of which £135.3m was arrears.



**Issued by:**  
Management Information and  
Performance Reporting Team,  
Department for Work and Pensions

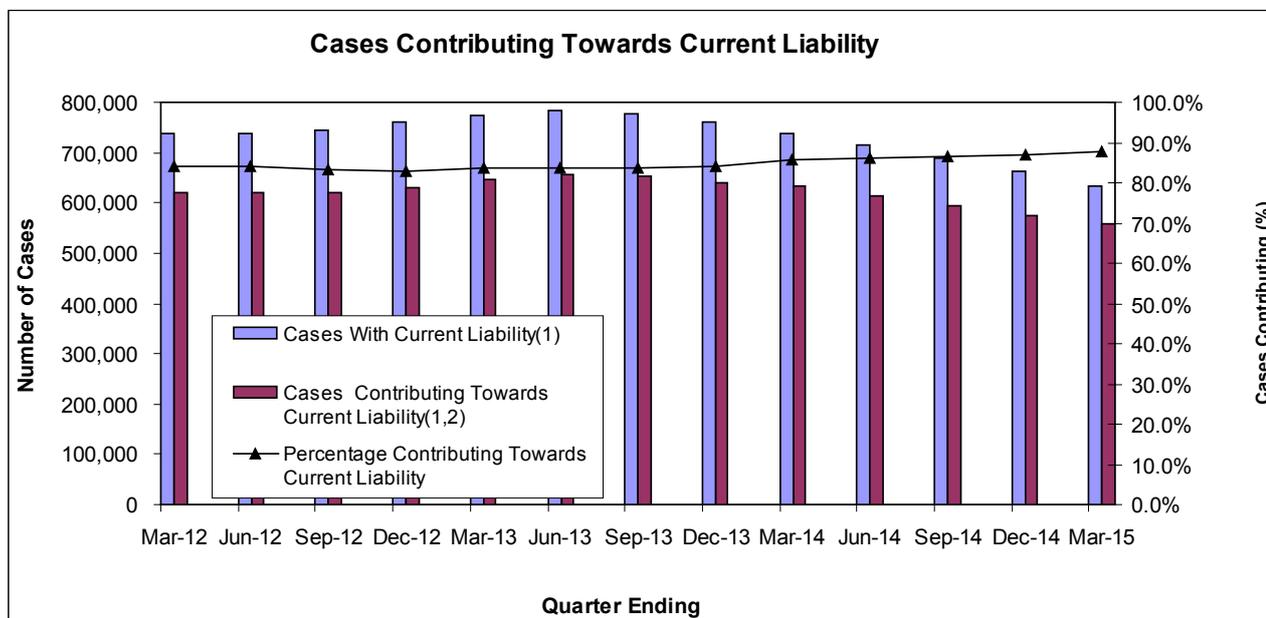
Telephone:  
Press Office: 0203 267 5144

Website:  
[www.dwp.gov.uk](http://www.dwp.gov.uk)

**Statistician:**  
Sarah Windass

Telephone: 0191 2168457  
Email:  
[sarah.windass@dwp.gsi.gov.uk](mailto:sarah.windass@dwp.gsi.gov.uk)

**Next Publication:**  
July/August 2015



- Outstanding child maintenance arrears have increased from £3.857bn in December 2014 to £3.859bn in March 2015<sup>1</sup>.
- At the end of March 2015, the average maintenance calculation was £16.10 per week (including zero calculations).
- In the 12 months to March 2015, 91.6% of the telephone calls answered were answered within 60 seconds.
- In the quarter to March 2015, there were 7,800 full time equivalent people working to support the Child Maintenance system, across the Child Support Agency and the Child Maintenance Service.

Latest statistical data available from <https://www.gov.uk/government/collections/child-support-agency-quarterly-summary-statistics--2>

## Notes to Editors

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, currently operated through the Child Support Agency (CSA).

DWP assumed responsibility for the CSA from the Child Maintenance and Enforcement Commission on the 1 August 2012, following an announcement on 14 October 2010 that the Commission would become an executive agency of DWP as part of the Public Bodies Reform. The Commission had responsibility for the CSA between the 1 November 2008 and the 31 July 2012, prior to that DWP had responsibility for the CSA.

This publication, produced in conjunction with DWP Information, Governance and Security Directorate, contains the most up-to-date tables and breakdowns on the CSA's 1993 and 2003 statutory child maintenance schemes. It does not include information on the 2012 statutory scheme which was launched with a pathfinder approach on 10 December 2012.

The data covers the periods when DWP had responsibility for the CSA, and when the Commission had responsibility. The data also covers the period both before and after the removal of the compulsion on parents with care who are claiming income based benefits to use the CSA to collect or arrange maintenance payments. The change, which came into force on 27th October 2008, affects CSA clients who can now choose to make private maintenance arrangements with the non resident parent.

After this date, some parents with care have opted to end their child support claim with CSA. This can be seen as a fall in overall caseload after October 2008.

<sup>1</sup>Due to different sources, figures may differ slightly from CSA's Annual Report and Accounts.

# Current and Future Changes

## Changes in this QSS

As previously proposed, data included within the tables has changed to exclude intervening months and only report quarterly outputs. Similarly, associated graphs now only show data for the financial quarters. Annex B has been removed as these tables are for historical reference only, but can be found in the [December 2014 CSA QSS](#).

Development has taken place to align the overall debt balance within Table 16: Arrears Segmentation with the closing balance figures quoted elsewhere in the publication. This has been implemented from June 2012.

## Changes to future publications

As the process of case closure is carried out, we expect that some tables will become less meaningful due to the impact of different categories of cases being closed. As the phases of case closure are progressed, additional commentary will be included to outline where the categories of cases are affecting performance measures.

Development work has taken place to remove duplicate cases from reporting measures that were previously showing on both the CSCS computer system and Clerical Case Database. This accounts for approximately 0.2% of the total caseload as at March 2015, with the majority of measures remaining either unaffected or only marginally affected. The main differences are in the CSCS caseload figures, within the 'No liability/with arrears – not paying' caseload breakdown and the Outstanding Arrears figures. This will be impacted and figures restated back to March 2012.

## 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). From the 30th June the process to close 1993 and 2003 scheme cases began. 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 – February 2015 were published on 25 March 2015, and the next release covering data up to May 2015 will be released in June 2015.

## 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.

Changes will be reflected in future statistics, once Management Information on Mandatory Reconsiderations has been fully assured.

## Upcoming Releases

The next QSS containing data on 1993/2003 Schemes up to June 2015 is due to be released in July/August 2015. The exact date will be announced at least four weeks in advance on the [Statistical Release Calendar](#).