

# Experimental Statistics:



Department  
for Work &  
Pensions

**Children Benefiting from an Effective Family-based  
Maintenance Arrangement Secured After Contacting  
Child Maintenance Options, GB - as of end of March 2015**

## Headline Statistics

- The Department for Work and Pensions' strategic objective around child maintenance is to ensure the maximum number of children who live apart from one or both parents benefit from an effective maintenance arrangement through private or statutory means.
- Child Maintenance Options contributes towards this objective by providing free impartial information and support to help separated parents make decisions on the child maintenance arrangement that best meets their needs.
- Effectiveness of Child Maintenance Options is measured through regular surveys whose results are reported in this publication.
- Over the year 2014/15

**52,000 children**

benefited from an effective family-based arrangement, secured after contact with Child Maintenance Options.

- Since the creation of the Child Maintenance Options service in 2008

**199,000 children**

have benefited from an effective family-based arrangement secured after contact with Child Maintenance Options.

**13%**

of parents in contact with Child Maintenance Options chose an effective family-based arrangement.

## Contents

|   |           |
|---|-----------|
| <b>Headline Statistics</b>  | <b>1</b>  |
| <b>Introduction</b>   | <b>2</b>  |
| <b>Background</b>   | <b>3</b>  |
| <b>Results</b>  | <b>5</b>  |
| <b>Annual flow: Effective FBAs made after contact with CM Options</b> | <b>5</b>  |
| <b>Annual Flow: Other Effective FBAs</b>                              | <b>7</b>  |
| <b>Annual Flow: by arrangement types</b>                              | <b>8</b>  |
| <b>The Stock</b>  | <b>9</b>  |
| <b>Methodology</b>  | <b>11</b> |
| <b>Conclusions</b>  | <b>16</b> |
| <b>Annexes</b>  | <b>17</b> |
| <b>A: Detailed Tables 14/15</b>                                       | <b>18</b> |
| <b>B: Population Totals 14/15</b>                                     | <b>20</b> |
| <b>C: Detailed Tables 13/14</b>                                       | <b>21</b> |
| <b>D: Population Tables 13/14</b>                                     | <b>22</b> |
| <b>References</b>   | <b>23</b> |

## Contacts:

**DWP Press Office for media enquires:**

**020 3267 5129 or 020 3267 5144 (out of hours)**

**Adam Hillmore for statistical enquiries:**

**[CM.ANALYSIS.RESEARCH@DWP.GSI.GOV.UK](mailto:CM.ANALYSIS.RESEARCH@DWP.GSI.GOV.UK)**

**General information on National Statistics:**

**[www.statistics.gov.uk](http://www.statistics.gov.uk)**

# Introduction

1. This publication contains statistics on:
  - The number and percentage of effective Family-Based Arrangements (FBAs) secured by separated parents, for the maintenance of their children, **after** contact with the Child Maintenance (CM) Options service.
  - The number of children benefiting as a result of these effective FBAs.
  - The number and percentage of effective FBAs in place that were not secured as a result of contact with CM Options. We call these “Other effective FBAs”.
  - The number of children benefiting as a result of these “Other effective FBAs”.
  - The number and percentage of maintenance arrangements other than effective FBAs, by arrangement type, secured by separated parents.
2. The figures for the number of effective FBAs secured following contact with CM Options and the number of children benefiting from these are provided over two timeframes: the last financial year (2014/15) and since the creation of CM Options in 2008.
3. These figures cover Great Britain only, as CM Options is a service available only to residents of Great Britain.
4. This is the second official release of this type of information since December 2012.
5. This publication will cover the broad aims of the Department for Work and Pensions (DWP) in relation to child maintenance and how CM Options fits within this. The next section provides the statistical estimates and outlines the methodology on which the 2014/15 analysis is based including its limitations. The last section covers conclusions surrounding the outcomes for children of separated parents who come into contact with CM Options.
6. The statistics produced are still experimental and undergoing evaluation and development. Therefore they are subject to modifications in future editions.
7. We welcome comments around this work from users and interested groups.

## Background

8. DWP's strategic objective in relation to child maintenance is to maximise the number of those children who live apart from one or both parents for whom effective child maintenance arrangements are in place. These arrangements can be through the court system, the Child Maintenance Service (CMS) or a Family-Based Arrangement (FBA).
9. FBAs referred to here are child maintenance arrangements which parents have agreed between themselves. They may also be referred to elsewhere as family arrangements, voluntary arrangements or private agreements.
10. Where an **effective FBA** is referred to, for the purpose of this research it is defined as either:
  - A regular financial arrangement where at least some of the agreed maintenance amount is always/usually received on time and the parent being surveyed considers the arrangement to be working very/fairly well;
  - or an ad hoc arrangement which includes a financial element (or transaction in kind e.g. school uniform) and the parent being surveyed considers the arrangement to be working very/fairly well.
11. CM Options has contributed towards this goal since it was set up in July 2008. It was created to help separated parents choose the child maintenance arrangement that best suits them, for the benefit of their children, by providing information on the different ways they could accomplish this.
12. CM Options service is the mandatory gateway to accessing the statutory 2012 Child Maintenance Service (CMS) and has been since November 2013. In practical terms this means parents must talk to CM Options **first**, before they are able to access the CMS and put in place a statutory arrangement. Cases with a domestic violence declaration are accelerated through this process.
13. Now well-established, CM Options continues to provide this information but encourages separated parents to choose an FBA where this is a viable and appropriate option.
14. The CM Options service is predominantly telephone based. Agents provide free, impartial information and support (including literature and various tools) covering arrangements through both statutory mechanisms and private means. They also provide information on wider issues such as housing, work and money.
15. DWP monitors CM Options' effectiveness at helping separated parents to secure arrangements. This is done through regular customer telephone surveys. The

main results from these surveys are outlined above in the Headline Statistics section.

16. The survey management, design and analyses are conducted by analysts in DWP.

17. The survey fieldwork is carried out by the CM Options supplier on behalf of DWP.

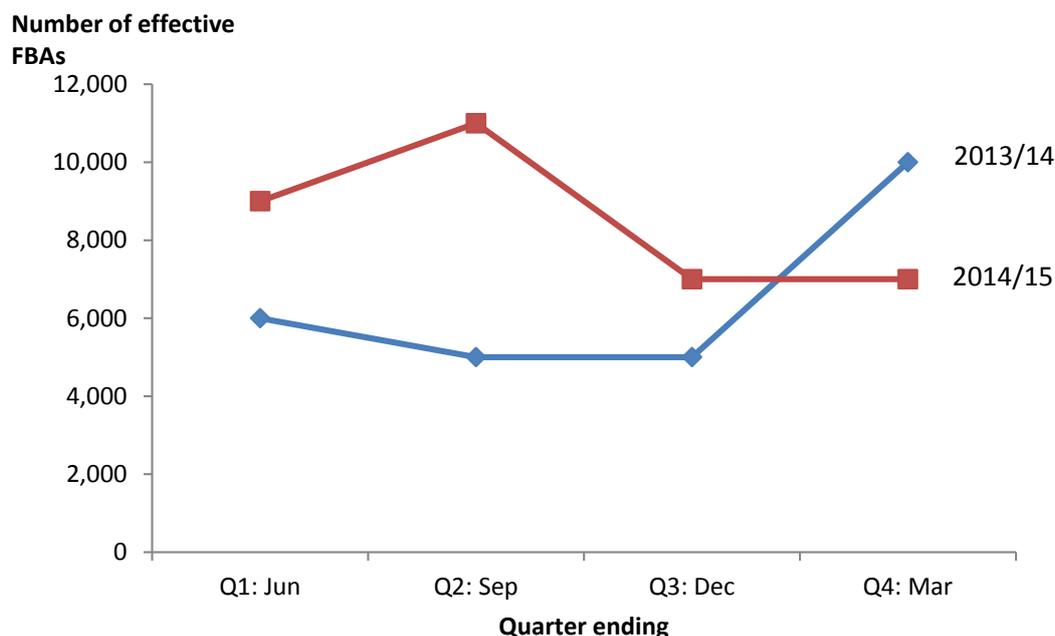
# Results

## The Annual Flow: Effective FBAs made after contact with CM Options

18. The main findings are:

- There were 34,000 effective FBAs secured after separated parents were in contact with CM Options in 2014/15 compared with 26,000 in 2013/14.
- The number of children benefiting from these effective FBAs was 52,000 in 2014/15 compared with 41,000 in 2013/14.
- Note that these figures have been rounded to the nearest thousand.
- The percentage of customers choosing an effective FBA after contact with CM Options decreased from 15% in 2013/14 to 13% in 2014/15. However this drop is not statistically significant at the 95% confidence level.
- It is important to note there is a possibility that parents would have formed these relationships regardless of their contact with CM Options.
- Figure 1 shows the number of effective FBAs made following contact with Options for 2013/14 and 2014/15. The quarters refer to the outcomes as of the end of the quarter name. There is a minimum two month lag between the customer's first contact with CM Options and the time they are first contacted in the quarterly survey. Please see page 14 for details.

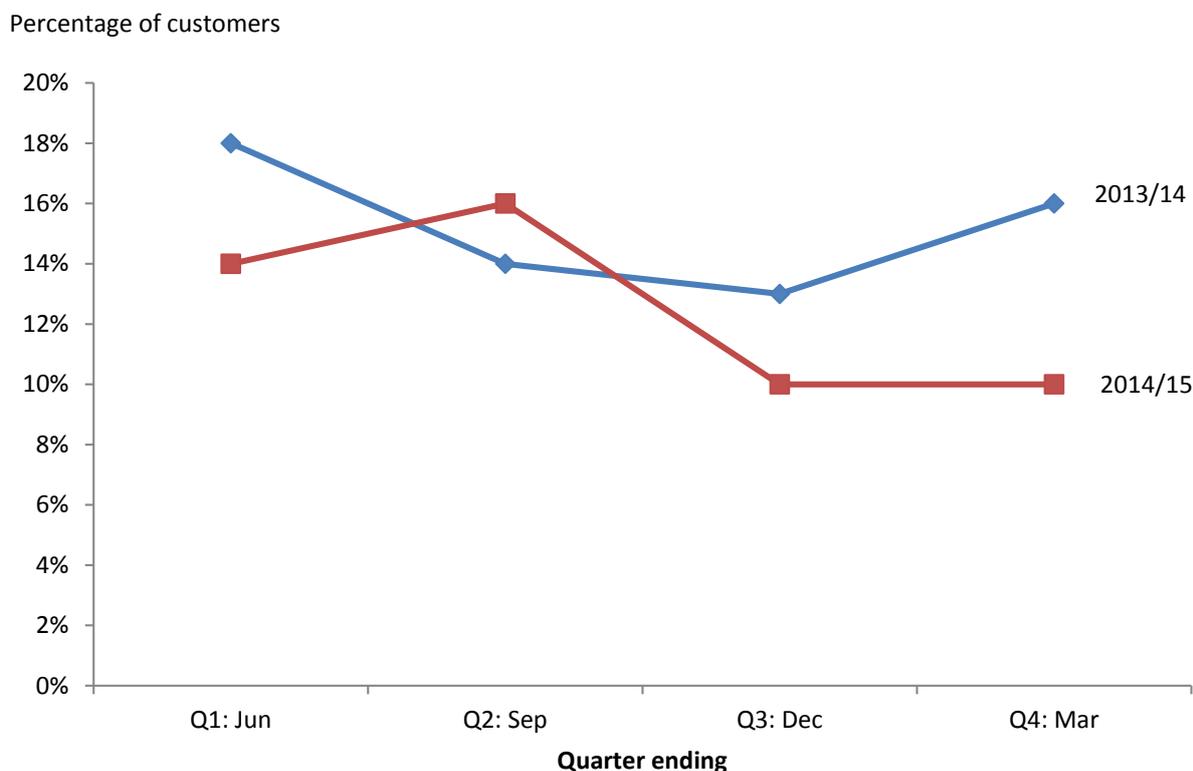
**Figure 1: The number of effective FBAs made/changed following contact with CM Options by quarter, 2013/14 and 2014/15.**



- In the quarterly results for 2014/15, the percentage of customers with an effective FBA in place after contacting CM Options varies between 10% and 16% (Figure 2). The drop from 16% in quarter 2 to 10% in quarter 3 is statistically significant at the 95% confidence level and this lower percentage result is maintained in quarter 4.
- The percentage of customers with an effective FBA in place after contacting CM Options does vary over time and this is not unusual. This is illustrated in the graph below which shows these percentages by quarter over 2013/14 and 2014/15.

Detailed tables are provided in Annex A which includes confidence intervals around these estimates.

**Figure 2: Percentage of customers opting for an effective FBA following contact with CM Options by quarter, 2013/14 and 2014/15.**



- Some of the customers in contact with CM Options are going through the process of having their legacy Child Support Agency (CSA) cases closed. These “case closure” customers have had a child maintenance arrangement with the CSA and have the choice, among other options, of applying to the new Child Maintenance Service (CMS). All other customers are Business As Usual customers.
- Unfortunately we could not produce separate statistics on case closure and Business As Usual customers this year due to limited data as the case closure programme only started in July 2014.

- Currently we only have data on case closure for quarters 3 and 4 for 2014/15 with approximately 200 cases in our sample. We have started to stratify our sample by type of customer (case closure/ Business As Usual) to ensure that we get enough cases in the sample in future. We will be in a position to publish these statistics at a later stage when more data become available.

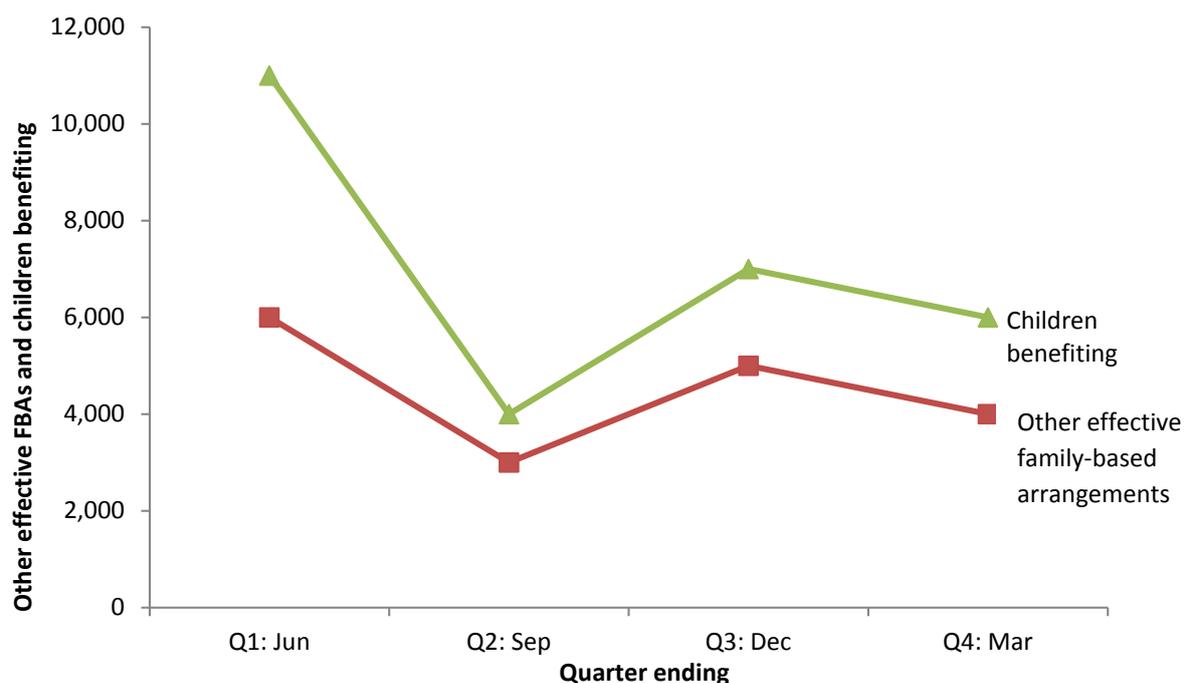
## The Annual Flow: Other Effective FBAs

19. Over the financial year 2014/15, we found that:

- There were 18,000 effective FBAs in place that were not secured as a result of contacting CM Options. We call these “Other effective FBAs”.
- This includes parents who secured an effective FBA before contact with CM Options and those who cannot remember whether their arrangement was set up before or after CM Options. The majority are made before contact with CM Options and we call these “retained FBAs” because these are arrangements that were already in place. 28,000 children benefited as a result of these “Other effective FBAs” made.
- Note that these figures have been rounded to the nearest thousand.
- The percentage of customers having an “Other effective FBA” was 7%.
- Although the quarterly percentages vary between 5% and 9%, the differences are not statistically significant at the 95% confidence level.

Detailed tables are provided in Annex A which includes confidence intervals around these estimates.

**Figure 3: The number of Other Effective FBAs and children benefiting by quarter, 2014/15.**



## The Annual Flow: By Arrangement Types

20. In this publication we have added in new statistics about all the arrangement types.

Table 1: Flow by arrangement type, 2014/15

| Arrangement type   | Annual flow 2014/15 <sup>1</sup> | %           |
|--|----------------------------------|-------------|
| <b>Any effective FBA</b>   | 52,000                           | 20%         |
| <i>[which includes: Effective FBAs made/changed after contact with Options</i> | 34,000                           | 13%         |
| <i>..and Other Effective FBAs]</i>   | 18,000                           | 7%          |
| <b>CSA/ CMS arrangements</b>   | 131,000                          | 50%         |
| <b>Court arrangements</b>  | 2,000                            | 1%          |
| <b>No child maintenance interest/reconciled</b>                                | 1,000                            | 0%          |
| <b>Non-effective FBAs</b>  | 16,000                           | 6%          |
| <b>No arrangement</b>  | 61,000                           | 23%         |
| <b>Total</b>   | <b>262,000</b>                   | <b>100%</b> |

**Note:** (1) Some numbers may not add up due to rounding. Figures have been rounded to the nearest thousand

(2) Over 70% of 'Other Effective FBAs' are FBAs which were made before contact with CM Options and have not changed since contact with CM Options.

(3) 'Other Effective FBAs' also includes those customers who cannot remember whether they set up an effective FBA before or after contact with CM Options.

21. Parents can have more than one type of arrangement - a primary and a secondary arrangement. These arrangements can be of different types, so people who have arrangements of more than one type can be counted twice, leading to double-counting. In order to calculate statistics that add up to 100%, we have used a hierarchy principle which reflects the various arrangement types in the Child Maintenance reform programme.

22. The aims of the CM reforms are to encourage and support more families to make their own collaborative arrangements and to deliver a more efficient and effective statutory service to those who really need it.
23. The primary arrangement covers the youngest child (if more than one child is covered by CM arrangements). A secondary arrangement is the one that, of any other arrangements, covers the most children (or covers the second youngest child if equal numbers of children are covered by different arrangements).
24. DWP has introduced incentives to encourage parents to consider setting up an FBA without automatically turning to the statutory CMS. The new statutory CMS has been introduced for those parents who, despite support to do so, do not set up an FBA. For parents who do not come to an agreement through the CMS, the option remains of using the court system to reach an agreement. There are situations where no arrangements are settled by the parents despite support for setting up an FBA and after considering the possibility of the CMS and court arrangements.
25. A customer is considered to have an effective FBA if either the primary or secondary arrangement is an effective FBA. A CSA/CMS arrangement is considered to be in place if either the primary or secondary arrangement is a CSA/CMS arrangement and neither of these two arrangement types is an effective FBA. A court arrangement is considered to be in place if either the primary or secondary arrangement is a court arrangement and neither of these arrangements is an effective FBA or CSA/CMS arrangement.
26. It is expected that the proportion of effective FBAs made/changed following contact with CM Options will increase as a result of the Reforms Programme. The proportion of CSA/CMS arrangements is expected to drop while that of no arrangements is expected to go up. It is not expected that the reforms will have a significant impact on the proportion of people choosing to make a court arrangement.

## The Stock

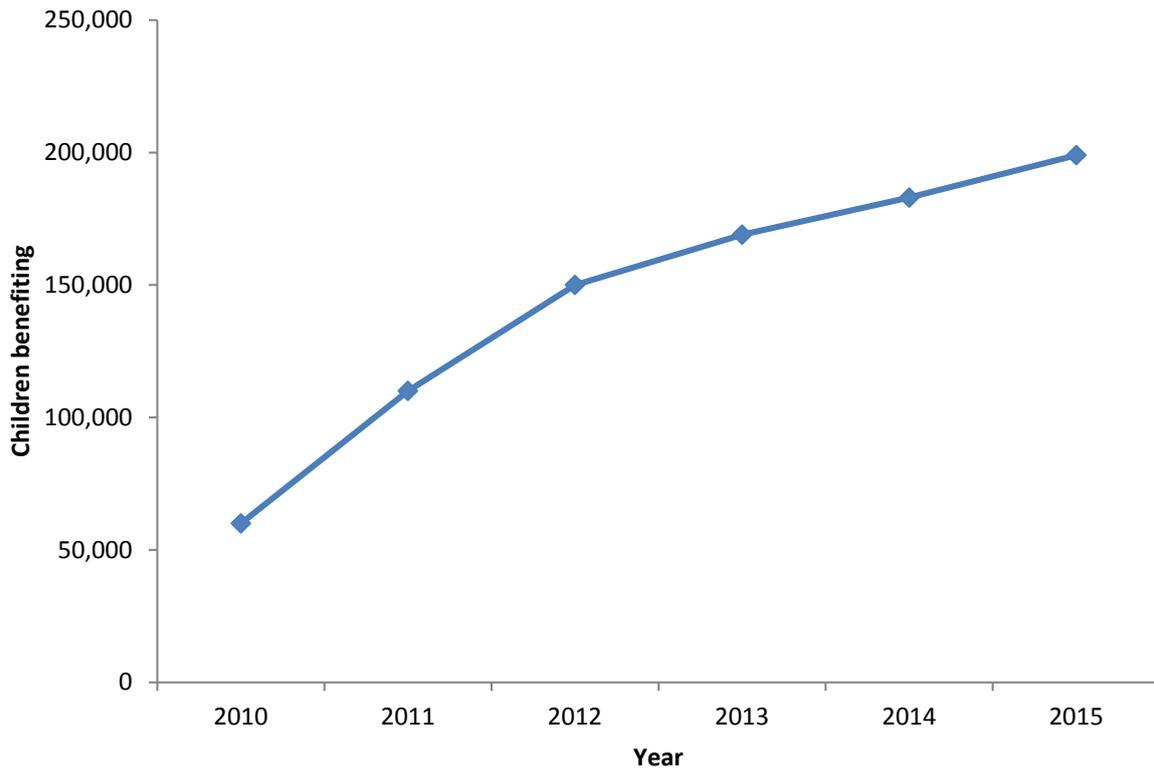
27. The main results are:
  - 130,000 effective FBA arrangements were secured after separated parents contacted CM Options since July 2008 (when CM Options was created) as at the end of March 2015.
  - 199,000 children were benefiting from these effective FBAs.
  - As at the end of March 2014, the stock of effective FBAs secured following contact with CM Options (i.e. from July 2008 to March 2014) was 109,000, and 183,000 children benefited from these arrangements.
  - Note that these figures have been rounded to the nearest thousand.
  - The stock of children benefiting from effective FBAs secured following contact with CM Options since its creation is expected to increase over

time as a result of people moving from a CSA/CMS arrangement following case closure.

- The graph below plots data that have been released into the public domain from 2010 to 2015.

**Figure 4: The Stock of Children Benefiting Over Time**

**The number of children benefiting from an effective family-based arrangement secured through contact with CM Options.**



# Methodology

## Definitions

28. As mentioned the main objective of this research is to measure:

**The number of children benefiting from an effective FBA secured (made or changed) following parental contact with the CM Options service:**

- during 2014/15 (the **annual flow** of children benefiting); and
- from July 2008, when CM Options was created, to March 2015 (the **stock** of children benefiting).

29. This year we have estimated the volumes for other types of arrangements, including **other effective FBAs** and the number of children benefiting from these arrangements during 2014/15.

- Other effective FBAs include effective FBAs that are in place before contact with CM Options and have not changed following parental contact with the CM Options service, and effective FBAs where the parent cannot remember when the arrangement was set up.

## Survey Design

30. The data are collected through the quarterly and annual longitudinal surveys conducted by DWP (see Table 2 for timetabling information).

31. Our target population is separated parents who have used the CM Options service via the telephone. These customers fall into two groups: inbound and outbound. Inbound calls are those from customers to the service. Outbound calls are those from CM Options to customers referred on by Jobcentre Plus.

32. There are other methods of contacting CM Options, e.g. through the website or email. However, these methods have volumes that are relatively small in comparison and at present are not incorporated into our sampling design.

33. The sample is drawn to a stratified simple random sample design, where the strata are Call Type (inbound/outbound) and Month of Call (calendar month). For the March 2015 quarter onwards, an additional level of stratification, Type of Customer (case closure/ Business as Usual), was included.

34. It is important to note that there is a minimum two month lag between the customer's first contact with CM Options and the time they are first contacted in the quarterly survey. This is to allow time for arrangements to be set up.

35. Certain types of customers are excluded from the sampling frame for practical purposes, e.g. non-English speakers, cases of domestic violence, etc.

36. Results are weighted up to the population of those who have used the CM Options service and so will adjust for non-response, but not necessarily non-response bias.

## Measuring the Flow

37. Each quarter customers are surveyed, as described above, to determine the actual outcome of their conversation with CM Options, i.e. whether an arrangement was secured.
38. The longitudinal survey re-contacts customers from the first three quarters of the year to determine whether arrangements reported earlier are still in place. This survey aims to provide a robust view on arrangement outcomes for reporting at the end of the financial year (as outlined in the next paragraph).
39. The flow is estimated by combining the results from the last quarter of the year (Quarter 4) and the results from the longitudinal survey.
- This covers customer calls from February 2014 to January 2015.
  - Both the longitudinal and the quarter 4 surveys are scheduled within close proximity to ensure reported outcomes are current.
  - Annual results of outcomes are reported to the end of March 2015 so that we have a robust annual view on the number of **current** effective FBAs that are in place after contact with CM Options during that year and the resultant number of children benefiting.
40. Flow by arrangement type
- This year the flow is estimated not only for effective FBAs but also for other arrangement types including CSA/CMS, court, no child maintenance interest/reconciled, non-effective FBA and no arrangement.

## Measuring the Stock

41. Determining the stock figure up to March 2015 is far more complex. Past methodology involved contacting respondents from the quarterly surveys dating back to the start of the service (July 2008). This was to determine if previously-reported arrangements had changed or broken down.
42. However this approach was unsustainable over time. Some respondents changed their contact details, and some could not remember the information provided to CM Options that far back. Therefore the sample size and its reliability decline considerably with time.

43. The new methodology takes the last robust reported stock position as the baseline to calculate the new stock. The assumptions are:
- The stock as of the end of March 2014 is used as the baseline stock of effective FBAs: 109,000.
  - Approximately 15% of effective FBAs drop out over the course of a year and hence 4% per quarter. This is referred to as the **decay rate**.
  - It was estimated that the average life expectancy of an effective FBA was approximately two years. The decay rate and the average life expectancy of an effective FBA were estimated based on all the data from previous longitudinal surveys including the latest 2014/15 survey.
44. We derive the number of children benefiting by multiplying the estimated stock by the average number of children benefiting per effective FBA over the four quarters from the quarterly survey analysis. The average number of children benefiting from an effective FBA in the financial year 2014/15 is 1.5.
45. We use the results from above to determine the stock of effective FBAs and the resulting number of children benefiting as at March 2015. 109,000 effective FBAs up to March 2014 are deflated by the annual decay rate of 15%. We then add the number of effective FBAs from the 2014/15 quarterly surveys. The results from the quarterly surveys are deflated cumulatively. For instance the June 2014 survey result is deflated by 12% (quarterly decay rate times 3) as nine months have elapsed between the time that that result was estimated and March 2015. The September 2014 and December 2014 survey results are deflated by 8% and 4% respectively. The March 2015 survey result is not deflated.
46. The stock of children benefiting from an effective FBA following contact with CM Options is the stock of effective FBAs as at March 2015 (as calculated above) multiplied by the average number of children benefiting of 1.5.
47. However, the stock figure as above must be interpreted with caution. One limitation with this method is that it does not consider the inflow of customers, that is, those who moved from another arrangement type (or from no arrangement) to an effective FBA as measured in the longitudinal survey at the end of the year. It only includes the inflow of customers measured in the quarterly surveys during the year. This could mean that the stock figures are lower than they should be. This is something that we will be investigating for future publications.
48. Each part of the estimate will have its own survey error associated with it, so the final figure will be an approximation. Therefore these estimates should be treated as a guide as to the performance of CM Options over time, rather than an absolute.
49. The stock results up to March 2015 cover customers in contact with CM Options since its creation in July 2008 to January 2015.

## Survey Questionnaire

50. The questionnaires are designed by DWP analysts and they focus on providing the necessary information to ultimately measure the number of children benefiting from an effective FBA.

51. The quarterly questionnaire:

- It is subject to adjustments based on interviewer feedback in order to improve its clarity.
- It usually takes between ten and fifteen minutes to complete.

52. The longitudinal questionnaire:

- The original questionnaire (used up to 2012) has been completely redesigned to reduce respondent burden. The current questionnaire has been used in 2013/14 and 2014/15.
- Questions are accepted as a work in progress and the questionnaire's validity will improve over time.
- It usually takes between five and ten minutes to complete the survey.

## Fieldwork

53. The survey fieldwork is carried out by the CM Options contractor on behalf of DWP.

54. Survey calls are monitored to maintain data quality and improve delivery.

55. This year the surveys were not able to run to the prescribed timetable. The main reason for the delays has been low response rates.

**Table 2: Survey Timetable**

| Survey       | Customer's first contact      | Fieldwork (Scheduled/Actual) |                          |
|--------------|-------------------------------|------------------------------|--------------------------|
| Quarter 1    | February to April 2014        | July 2014                    | July 2014                |
| Quarter 2    | May to July 2014              | October 2014                 | October to November 2014 |
| Quarter 3    | August to October 2014        | January 2015                 | January 2015             |
| Quarter 4    | November 2014 to January 2015 | April 2015                   | April to June 2015       |
| Longitudinal | February to October 2014      | February to March 2015       | February to March 2015   |

56. The impact of delays is that customers had a greater length of time to form arrangements than usual. It is assumed that this has not had a significant impact on the results.

## Estimation

57. Each respondent was asked about their current situation to enable us to track their arrangement type.
58. The number of children benefiting is estimated for respondents who have an effective FBA.
59. Important variables used to calculate the statistics in this report include: arrangement type, the date the arrangement was secured, whether the arrangement was set up before or after contact with CM Options, the number of children covered by the arrangement, whether the majority of the agreed maintenance was received, timeliness of payments and how the parent viewed the arrangement was working.
60. For the longitudinal surveys, if customers reported 'No change' since their quarterly survey we took this to be correct and used the factual detail from the previous survey e.g. the number of children. However, we did ask customers questions around the effectiveness of the arrangement again, as it was felt this was much more subjective than the number of children changing, for example.
61. Standard calculations for our sampling design were used to compute the results.

## Limitations

62. Non-response bias remains a concern and further work is required to model and adjust for it.
63. Although CM Options agents are provided with some interviewer training by DWP analysts, they are not classed as professional survey interviewers.
64. A further limitation is that CM Options agents have the dual responsibility for conducting Options conversations with customers, as well as surveys, though not as part of the same contact.
65. The stock methodology accounts for people who move from an effective FBA to another arrangement type over the year (i.e. outflow). It does not account for new effective FBAs formed by customers previously having other arrangements (or no arrangements) over the year (i.e. inflows). Further analysis is required to account for inflows following contact with CM Options.

## Conclusions

66. Over the financial year 2014/15, 52,000 children have benefited from effective family-based arrangements that their parents have secured after contact with CM Options.
67. As at the end of March 2015, 199,000 children have benefited from an effective FBA made following contact with CM Options since its creation in July 2008.
68. In the financial year 2014/15, 20% of arrangements were effective FBAs (including those secured after contact with CM Options and other effective FBAs in place that were not secured as a result of contacting CM Options) and 50% were CSA/CMS arrangements.
69. In this publication we were not in a position to provide separate estimates for case closure and Business as Usual customers. Given that case closure only started in July 2014 the sample size was not large enough (approximately 200) to allow us to produce robust results. We have started to include another layer of stratification in our sampling to ensure that we get enough case closure cases in our sample.
70. We aim to publish these indicators on case closure and Business as Usual customers at a later stage when data becomes available.

# Annexes

## Annex A: Detailed Tables 2014/15

**Table 3: Detailed Results: Effective FBAs made/changed following contact with CM Options and resulting number of children benefiting from these arrangements (reported to the nearest thousand)**

| Quarter         | Customers' month of first contact with CM Options | Adjusted population of telephony customers | Sample size | Effective FBAs after contact with Options |        |         | Resultant number of children benefiting |        |         | Percentage of customers with an effective FBA after contact with Options | Average number of children benefiting per effective FBA |
|-----------------|---|--|-------------|---|--------|---------|---|--------|---------|--|---|
|                 |   |  |             | Total                                     | CI Low | CI High | Total                                   | CI Low | CI High |  |   |
| 1               | Q1: Feb - Apr 14                                  | 68,389                                     | 365         | 9,000                                     | 7,000  | 12,000  | 14,000                                  | 10,000 | 18,000  | 14%  | 1.5   |
| 2               | Q2: May - Jul 14                                  | 66,955                                     | 366         | 11,000                                    | 8,000  | 13,000  | 17,000                                  | 13,000 | 22,000  | 16%  | 1.6   |
| 3               | Q3: Aug - Oct 14                                  | 66,493                                     | 329         | 7,000                                     | 5,000  | 9,000   | 10,000                                  | 7,000  | 14,000  | 10%  | 1.5   |
| 4               | Q4: Nov 14 - Jan 15                               | 60,173                                     | 1,054       | 7,000                                     | 5,000  | 8,000   | 10,000                                  | 8,000  | 12,000  | 10%  | 1.5   |
| <b>Year end</b> |   |  |             |   |        |         |   |        |         |  |   |
| 1-4             | Q1-4: Feb 14 - Jan 15                             | 262,011                                    | 2,114       | 34,000                                    | 29,000 | 38,000  | 52,000                                  | 44,000 | 60,000  | 13%  | 1.5   |

\*Some numbers may not add up due to rounding

\*\*CI stands for confidence interval calculated at the 95% level. So for example, we can be 95% certain that the true number of effective family-based arrangements secured after contact with CM Options by the end of 2014/15, lies between 29,000 and 38,000.

\*\*\*Note customers in contact with the service were given a minimum of two months before they were surveyed to allow them time to form arrangements.

\*\*\*\*A small number of responses were removed from the analysis because they did not have an arrangement type recorded.

**Table 4: Detailed Results: Other effective FBAs (not secured after contacting CM Options) and resulting number of children benefiting from these arrangements (reported to the nearest thousand)**

| Quarter         | Customers' month of first contact with CM Options | Adjusted population of telephony customers | Sample size | Effective FBAs not secured as a result of contact with Options |        |         | Resultant number of children benefiting |        |         | Percentage of customers with an Effective FBA not secured as a result of contact with Options | Average number of children benefiting per Effective FBA |
|-----------------|---|--|-------------|--|--------|---------|---|--------|---------|---|---|
|                 |   |  |             | Total  | CI Low | CI High | Total                                   | CI Low | CI High |   |   |
| 1               | Q1: Feb - Apr 14                                  | 68,389                                     | 365         | 6,000  | 4,000  | 8,000   | 11,000                                  | 7,000  | 15,000  | 9%  | 1.8   |
| 2               | Q2: May - Jul 14                                  | 66,955                                     | 366         | 3,000  | 2,000  | 5,000   | 4,000                                   | 2,000  | 7,000   | 5%  | 1.5   |
| 3               | Q3: Aug - Oct 14                                  | 66,493                                     | 329         | 5,000  | 3,000  | 7,000   | 7,000                                   | 4,000  | 10,000  | 8%  | 1.3   |
| 4               | Q4: Nov 14 - Jan 15                               | 60,173                                     | 1,054       | 4,000  | 3,000  | 5,000   | 6,000                                   | 5,000  | 8,000   | 8%  | 1.5   |
| <b>Year end</b> |   |  |             |  |        |         |   |        |         |   |   |
| 1-4             | Q1-4: Feb 14 - Jan 15                             | 262,011                                    | 2,114       | 18,000   | 15,000 | 22,000  | 28,000                                  | 23,000 | 34,000  | 7%  | 1.6   |

\*Some numbers may not add up due to rounding

\*\*CI stands for confidence interval calculated at the 95% level. So for example, we can be 95% certain that the true number of effective Family-based arrangements secured before contact with CM Options by the end of 2014/15, lies between 15,000 and 22,000.

\*\*\*Note customers in contact with the service were given a minimum of two months before they were surveyed to allow them time to form arrangements.

\*\*\*\*A small number of responses were removed from the analysis because they did not have an arrangement type recorded.

## Annex B: Population Totals 2014/15

Table 5: Population and Sample Totals, 2014/15

| Month of customer contact | Population of telephony customers |               |                | Survey sample of customers |                    |                 |
|---------------------------|-----------------------------------|---------------|----------------|----------------------------|--------------------|-----------------|
|                           | Inbound                           | Outbound      | Total          | Inbound responses          | Outbound responses | Total responses |
| Feb-14                    | 13,837                            | 8,557         | 22,394         | 70                         | 47                 | 117             |
| Mar-14                    | 16,129                            | 8,139         | 24,268         | 79                         | 48                 | 127             |
| Apr-14                    | 14,477                            | 7,759         | 22,236         | 74                         | 50                 | 124             |
| May-14                    | 15,517                            | 7,545         | 23,062         | 87                         | 44                 | 131             |
| Jun-14                    | 15,593                            | 7,653         | 23,246         | 87                         | 40                 | 127             |
| Jul-14                    | 16,097                            | 5,619         | 21,716         | 91                         | 23                 | 114             |
| Aug-14                    | 15,322                            | 4,444         | 19,766         | 84                         | 16                 | 100             |
| Sep-14                    | 18,516                            | 5,787         | 24,303         | 92                         | 23                 | 115             |
| Oct-14                    | 18,061                            | 4,943         | 23,004         | 94                         | 23                 | 117             |
| Nov-14                    | 16,171                            | 4,478         | 20,649         | 243                        | 68                 | 311             |
| Dec-14                    | 12,071                            | 3,383         | 15,454         | 300                        | 79                 | 379             |
| Jan-15                    | 18,840                            | 5,230         | 24,070         | 291                        | 73                 | 364             |
| <b>Total</b>              | <b>190,631</b>                    | <b>73,537</b> | <b>264,168</b> | <b>1,592</b>               | <b>534</b>         | <b>2,126</b>    |

## Annex C: Detailed Tables 2013/14

**Table 6: Detailed Results, Effective FBAs made/changed following contact with CM Options and resulting number of children benefiting from these arrangements, 2013/14 (reported to the nearest thousand)**

| Quarter         | Customers' month of first contact with CM Options | Population of telephony customers | Sample size | Effective FBAs after contact with Options |        |         | Resultant number of children benefiting |        |         | Percentage of customers with an effective FBA after contact with Options | Average number of children benefiting per effective FBA |
|-----------------|---|-----------------------------------|-------------|---|--------|---------|---|--------|---------|--|---|
|                 |   |                                   |             | Total                                     | CI Low | CI High | Total                                   | CI Low | CI High |  |   |
| 1               | Q1: Feb - Apr 13                                  | 32,956                            | 149         | 6,000                                     | 4,000  | 8,000   | 9,000                                   | 5,000  | 12,000  | 18%  | 1.5   |
| 2               | Q2: May - Jul 13                                  | 37,168                            | 356         | 5,000                                     | 4,000  | 6,000   | 9,000                                   | 6,000  | 11,000  | 14%  | 1.7   |
| 3               | Q3: Aug - Oct 13                                  | 41,380                            | 395         | 5,000                                     | 4,000  | 7,000   | 9,000                                   | 6,000  | 12,000  | 13%  | 1.7   |
| 4               | Q4: Nov 13 - Jan 14                               | 59,366                            | 516         | 10,000                                    | 8,000  | 12,000  | 14,000                                  | 11,000 | 18,000  | 16%  | 1.5   |
| <b>Year end</b> |   |                                   |             |   |        |         |   |        |         |  |   |
| 1-4             | Q1-4: Feb 13 - Jan 14                             | 170,870                           | 1,416       | 26,000                                    | 23,000 | 29,000  | 41,000                                  | 35,000 | 47,000  | 15%  | 1.6   |

\*Some numbers may not add up due to rounding

\*\*CI stands for confidence interval calculated at the 95% level. So for example, we can be 95% certain that the true number of effective Family-based arrangements secured after contact with CM Options by the end of 2013/14, lies between 23,000 and 29,000.

\*\*\*Note customers in contact with the service were given a minimum of two months before they were surveyed to allow them time to form arrangements.

## Annex D: Population Totals 2013/14

Table 7: Population and Sample Totals, 2013/14

| Month of<br>Customer Contact | Population of Telephony<br>Customers |               |                | Survey sample of customers |                       |                    |
|------------------------------|--------------------------------------|---------------|----------------|----------------------------|-----------------------|--------------------|
|                              | Inbound                              | Outbound      | Total          | Inbound<br>responses       | Outbound<br>responses | Total<br>responses |
| Feb-13                       | 2,679                                | 7,078         | 9,757          | 12                         | 25                    | 37                 |
| Mar-13                       | 4,660                                | 6,914         | 11,574         | 24                         | 37                    | 61                 |
| Apr-13                       | 5,044                                | 6,581         | 11,625         | 18                         | 33                    | 51                 |
| May-13                       | 4,674                                | 6,781         | 11,455         | 40                         | 69                    | 109                |
| Jun-13                       | 5,569                                | 6,913         | 12,482         | 62                         | 55                    | 117                |
| Jul-13                       | 5,987                                | 7,244         | 13,231         | 61                         | 69                    | 130                |
| Aug-13                       | 7,496                                | 7,181         | 14,677         | 76                         | 65                    | 141                |
| Sep-13                       | 8,821                                | 6,447         | 15,268         | 82                         | 57                    | 139                |
| Oct-13                       | 8,289                                | 3,146         | 11,435         | 88                         | 27                    | 115                |
| Nov-13                       | 10,542                               | 4,533         | 15,075         | 83                         | 39                    | 122                |
| Dec-13                       | 9,157                                | 7,593         | 16,750         | 73                         | 85                    | 158                |
| Jan-14                       | 15,434                               | 12,107        | 27,541         | 113                        | 123                   | 236                |
| <b>Total</b>                 | <b>88,352</b>                        | <b>82,518</b> | <b>170,870</b> | <b>732</b>                 | <b>684</b>            | <b>1,416</b>       |

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