

28th April 2010

Coverage: Great Britain

Theme: Social and Welfare

CHILD SUPPORT AGENCY QUARTERLY SUMMARY OF STATISTICS

Introduction

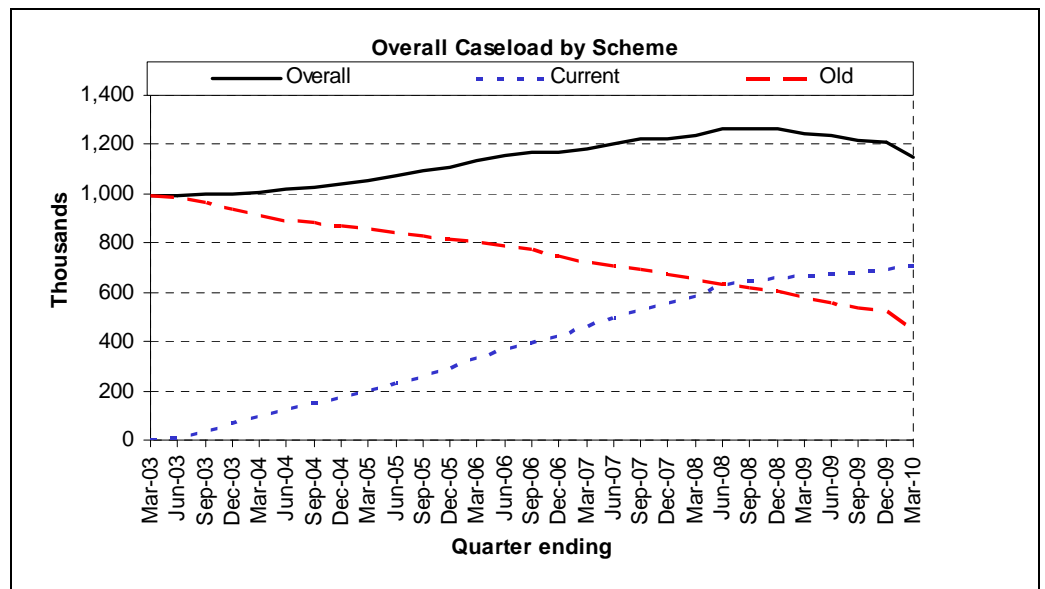
The Child Maintenance and Enforcement Commission was established in July 2008 and took over responsibility of the Child Support Agency functions, staff and estate on 1st November 2008.

The CSA is responsible for tracing non resident parents, working out how much maintenance they should pay and collecting and enforcing payments.

The figures presented include cases managed off system.

Main Findings

- At the end of March 2010, the CSA live and assessed caseload stood at 1.15 million.



- In the quarter ending March 2010, 77% 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 three months to March 2010, maintenance had been collected or arranged by the CSA via the statutory maintenance service on behalf of 845,700 children.
- In the quarter to March 2010, the CSA collected or arranged £290m in child maintenance (regular and arrears), of which £36m was arrears. In the year to March 2010, the CSA collected or arranged £1,141m in child maintenance (regular and arrears), of which £147m was arrears.

DWP Department for Work and Pensions

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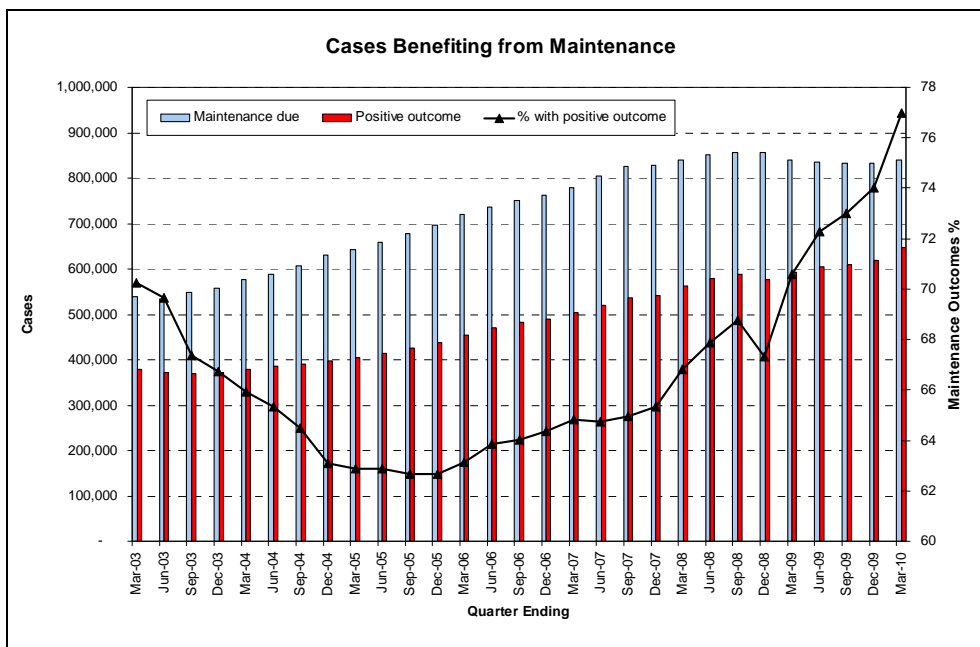
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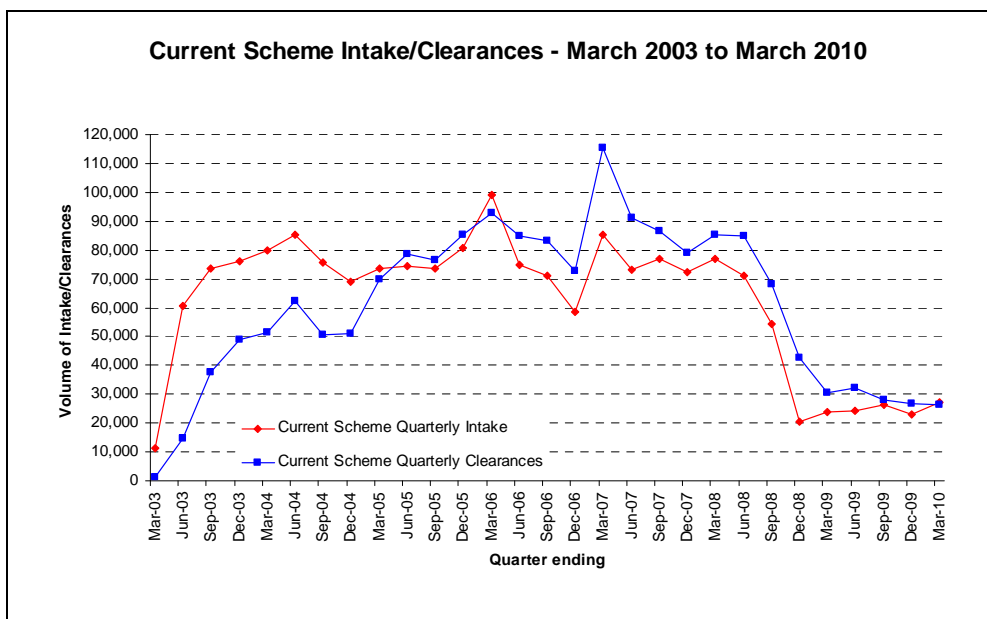
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Next Publication: 28th July 2010



- 87% of intake received in December 2009 was cleared within 12 weeks. This is the same as 3 months earlier. 93% of intake received in October 2009 was cleared within 18 weeks. This is an increase from 92% 3 months earlier.
- The volume of uncleared current scheme applications has fallen by 3,200 since December 2009, and is currently at 22,300. This represents a fall of 13% since December 2009.



- Outstanding child maintenance arrears have decreased from £3,783m in December 2009 to £3,761m in March 2010¹.
- At the end of March 2010, the average maintenance calculation was £21 per week (including zero calculations).
- In the year to March 2010, the Agency answered 98.8% of the telephone calls they received within 60 seconds. This is up from 95.4% in the year to March 2009.
- In March 2010, there were 8,500 staff employed by the Commission/Agency (measured on a full-time equivalent basis).

Latest statistical data available from <http://www.childmaintenance.org/en/publications/statistics.html>

¹ Outstanding Child maintenance arrears figures after March 2008 have not yet been audited and finalised.

- **Notes to Editors**

The Child Maintenance and Enforcement Commission, established as a crown non-departmental public body under the Child Maintenance and Other Payments Act 2008, is responsible for the child maintenance system in Great Britain.

The Commission assumed responsibility for the Child Support Agency (CSA) from the Department for Work and Pensions (DWP) on 1st November 2008.

This publication, produced in conjunction with DWP Information Directorate, contains the most up-to-date tables and breakdowns on the CSA's two existing statutory child maintenance schemes.

The data covers the period both before and after the Commission assumed responsibility for the CSA on 1st November 2008. 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.

- **Changes in this QSS**

Suspended CSCS

As announced in the December 2009 QSS, it had been identified that a number of suspended cases administered on the CSCS computer system were included in the Agency liveload. These cases had been suspended for reasons that included death of a non-resident parent, parent with care or qualifying child. Methodology changes have been included in this publication to treat these cases in the same way as cancelled/withdrawn cases held on the CS2 computer system therefore removing them from the liveload. This change has been implemented from January 2010 data onwards.

Enforcement Processes

Following a review of the current process for recording collections and monitoring payments within Legal Enforcement a decision was made that to improve efficiency the manual monitoring and recording of collections would cease and a new automated process would be developed to monitor total collections received. The new automated process has been included in this publication and is used to calculate collections from April 2006 onwards. From April 2006, collections include total child maintenance recorded on the CS2 and CSCS computer systems for cases which have had legal enforcement activity on them in a given month. Prior to April 2006, collections were recorded on a separate system by legal enforcement teams.

Clerical Case Database

Following a change in the process of recording collections on cases administered on the Clerical Case Database, it has been necessary to change the table from which MI collections figures are sourced within the Clerical Case Database. This change has been implemented from January 2010 data onwards.

CSCS Uncleared

As announced in the December 2009 QSS, it had been identified that cases administered on the CSCS computer system, currently reported as uncleared applications have actually had a maintenance assessment performed and should therefore be classified as a cleared application. A change has been implemented to correct these cases which has had the effect of reducing Old Scheme uncleared applications by 80 cases.

Telephony

Following the introduction of a new telephony system, telephony information is now sourced from a different system.

- **Forthcoming revisions**

These revisions will take affect from the next publication of the QSS which will be released on 28th July 2010.

Uncleared Work

It has been identified that a number of cases are currently being incorrectly reported as uncleared applications. Approximately 1,600 cases currently reported as old scheme uncleared applications have been progressed and cleared off system. A methodology change is required to treat these in the same way as current scheme uncleared applications and remove them from the count. In addition, approximately 1,700 cases exist in the uncleared

application count that have been deleted from the live CS2 computer system. These will also be removed from the uncleared application count.

Enforcement Processes

The introduction of a new Legal Enforcement computer system announced last quarter means that source data to extract information on enforcement processes will in future be derived from a different IT system, now due to be delivered later in 2010. It will be necessary to fully test the management information from this system prior to publication. The results from testing will determine which measures can be included in future publications.

Clerical Case Database

Following the change in the source of collections on cases administered on the Clerical Case Database as detailed in the 'Changes in the QSS' section above, it has been identified that approximately 2,600 cases have received maintenance collections although it has not been recorded that this maintenance has been requested. A methodology change is required to treat these cases in the same way as cases administered on the CS2 and CSCS computer systems and classify them as 'Others with Receipts' in the Caseload Status table.

Accuracy

The Agency's internal accuracy targets for 2010/11 will be based on the £1 or 2% measure and the Cash Value Accuracy measure. Accuracy to the nearest penny will therefore be replaced in future publications by the Cash Value Accuracy measure.