

28th July 2010

Coverage: Great Britain

Theme: Social and Welfare

CHILD SUPPORT AGENCY QUARTERLY SUMMARY OF STATISTICS

Introduction

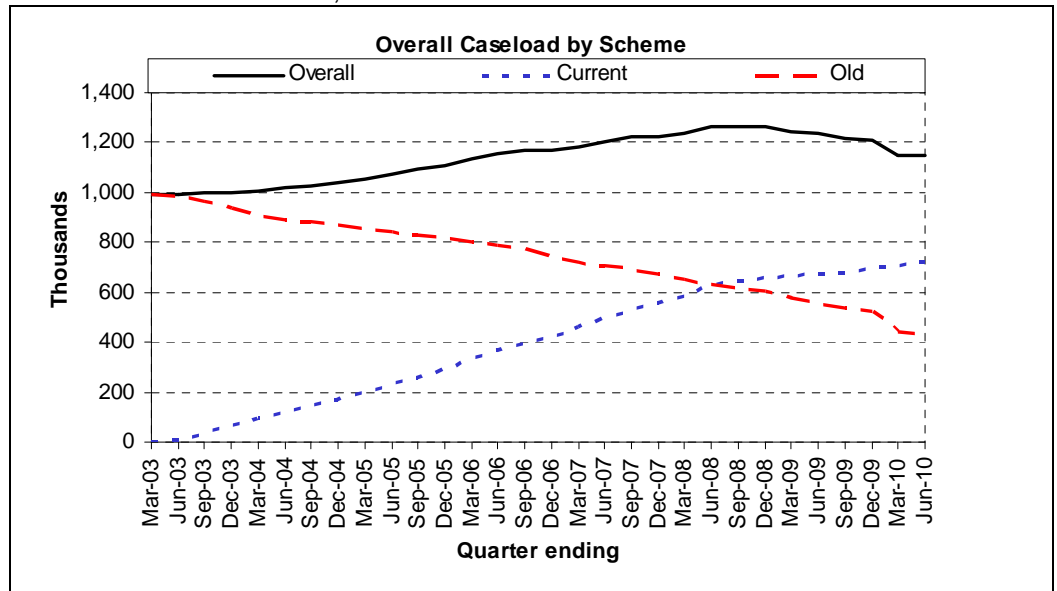
The Child Maintenance and Enforcement Commission was established in July 2008 and took over responsibility of the Child Support Agency functions, staff and estate on 1st November 2008.

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 June 2010, the CSA live and assessed caseload stood at 1.15 million.



- In the quarter ending June 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 June 2010, maintenance had been collected or arranged by the CSA via the statutory maintenance service on behalf of 849,100 children.
- In the quarter to June 2010, the CSA collected or arranged £284m in child maintenance (regular and arrears), of which £32m was arrears. In the year to June 2010, the CSA collected or arranged £1,143m in child maintenance (regular and arrears), of which £142m was arrears.

DWP Department for Work and Pensions

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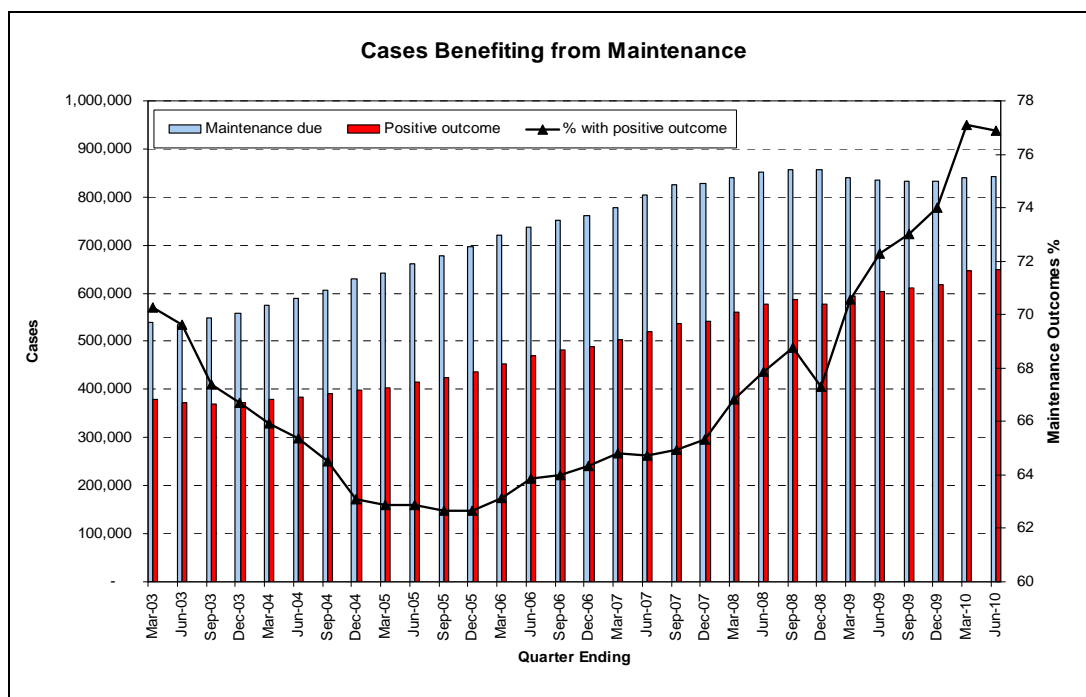
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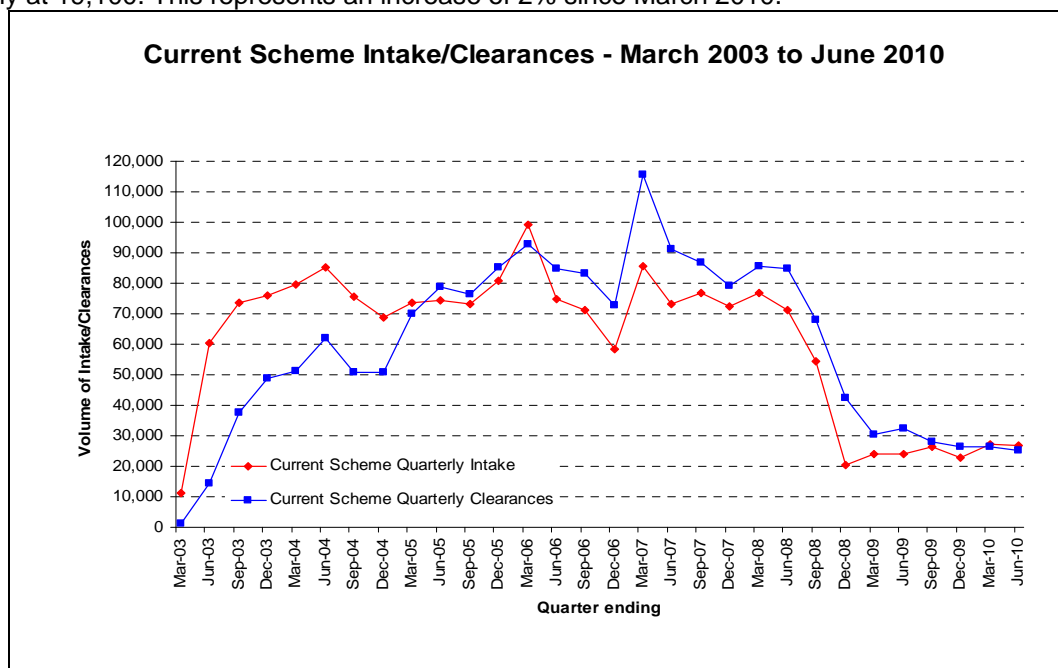
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Next Publication:
27th October 2010



- 86% of intake received in March 2010 was cleared within 12 weeks. This is a decrease from 87% 3 months earlier. 94% of intake received in January 2010 was cleared within 18 weeks. This is an increase from 93% 3 months earlier.
- The volume of uncleared current scheme applications has risen slightly by 400 since March 2010, and is currently at 19,100. This represents an increase of 2% since March 2010.



- Outstanding child maintenance arrears have increased from £3,761m in March 2010 to £3,766m in June 2010¹.
- At the end of June 2010, the average maintenance calculation was £22 per week (including zero calculations).
- In June 2010, the Agency answered 98.4% of the telephone calls they received within 60 seconds. This is up from 98.2% in March 2010.
- In June 2010, there were 8,000 full time equivalent people working for the Child Support Agency (CSA) and for the Commission's 'Corporate Services' function.

Latest statistical data available from <http://www.childmaintenance.org/en/publications/index.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**

Uncleared Work

As announced in the March 2010 publication, it had been identified that a number of cases were currently being incorrectly reported as uncleared applications. Approximately 1,600 cases reported as old scheme uncleared applications had been progressed and cleared off system. In addition, approximately 1,700 cases existed in the uncleared application count that had been deleted from the live CS2 computer system.

A methodology change this quarter has removed these cases from the uncleared application measure. This change has also resulted in the 1,700 deleted cases being removed from the intake, clearances and speed to clear measures. This change has resulted in restated figures from 2003.

Clerical Case Database

As announced in the March 2010 publication, a small number of off system cases had been identified where maintenance collections had been received although it had not been recorded that this maintenance had been requested. A methodology change now treats these cases in the same way as cases administered on the CS2 and CSCS computer systems. These cases are now classified as 'Others with Receipts' in the Caseload Status table from April 2010.

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. These measures have now replaced the penny measure in the key facts section.

Enforcement Processes

In the March 2010 QSS we announced that the introduction of a new Legal Enforcement computer system would result in new source data for information relating to enforcement processes. The new computer system was introduced in June 2010.

Data up to April 2010 is held on the old computer systems and the figures within the June 2010 QSS have been obtained from these old systems. Due to the timing of the introduction of the new system it has only been possible to include one months retrospective data rather than the normal two months. This will result in the figures being slightly understated.

- **Forthcoming revisions**

These revisions will take effect from the next publication of the QSS which will be released on 27th October 2010.

Enforcement Processes

The introduction of a new Legal Enforcement computer system means that information from the old computer systems will no longer be available, and source data to extract information on enforcement processes will be derived from a different computer system. This has now been delivered and testing of management information is underway.

Once testing has been completed, stakeholders will be consulted and a new set of Legal Enforcement information developed accordingly. Subject to quality assurance we intend to publish a new Enforcement table in the September 2010 QSS.

As well as the data being extracted from a new system, the data will also be recorded in a different way. The old computer systems recorded information at a process level, whilst the new computer system records information at a case level. Depending on the way in which the information is reported within the new table this may result in a series break. This issue will be discussed within the consultation process.

QSS Consultation

On 5th June 2009, the Child Maintenance and Enforcement Commission launched an external consultation on proposals for revising the Quarterly Summary of Statistics (QSS).

It was not possible to include all requests received via the consultation in the September 2009 QSS. An update on the Commissions progress with some of the consultation requests will be published alongside the September 2010 QSS.