



Child Support Agency National Statistics

March 2010

Contents

General Notes.....	3
Overview.....	5
Key facts at March 2010.....	6
Summary of Key Measures	8
Caseload.....	9
Clerical Case Database	10
Intake, Clearances and Uncleared work.....	11
Closures.....	13
Time to clear applications	13
Caseload Status	15
Cases/Children Benefiting from Maintenance	16
Maintenance collected and arranged.....	19
Outstanding Maintenance Arrears.	21
Enforcement	23
Telephony Performance	24
Annex A.	25
Initial Clearance Types.....	25
Current Scheme Live and Assessed Caseload Status	26
Old Scheme Live and Assessed Caseload Status.....	27
Current Scheme Cases/Children benefiting from Maintenance	28
Old Scheme Cases/Children benefiting from Maintenance	29
Reasons for Case Closure Following Calculation	30

General Notes

Table Conventions

. = "not applicable"

.. = "not available"

- = less than the rounding threshold. In tables rounded to the nearest 100, this represents a figure of less than 50.

- **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 Methodology changes have been included in this publication to treat these cases in the same way as cancelled/withdrawn cases held on the CS2 computer system therefore removing them from the liveload.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 effect 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.

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Overview

This National Statistics publication is released on the 28 April 2010 according to arrangements approved by the [UK Statistics Authority](#).

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

Its main statutory objective is to:

- maximise the number of those children who live apart from one or both of their parents for whom effective maintenance arrangements are in place.

Its main objective is supported by the following subsidiary objectives:

- to encourage and support the making and keeping by parents of appropriate voluntary maintenance arrangements for their children;
- to support the making of applications for child support maintenance under the Child Support Act 1991 (c. 48) and to secure compliance when appropriate with parental obligations under that Act.

This latter objective is carried out by the Child Support Agency (CSA). The Commission assumed responsibility for the CSA from the Department for Work and Pensions (DWP) on 1 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. These are cases operating under Current Scheme rules on the CS2 computer system and those operating under Old Scheme rules on both the CS2 and CSCS computer systems. A number of cases covering both schemes are also being administered off system.

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 benefits to use the CSA to collect or arrange maintenance payments. The change, which came into force on October 27 2008, affects around 400,000 CSA clients who can now choose to make private maintenance arrangements with the non-resident parent. Previous Quarterly Summary of Statistics can be found on the [DWP site](#).

Read the [Child Support Agency Quarterly Summary Statistics first release](#).

Key facts at March 2010

- The Agency was dealing with **1,150,800** cases of which **707,400** cases were operating under Current Scheme rules and **443,300** cases under Old Scheme rules.
- **647,700** cases were paying maintenance out of **840,000** cases with a child maintenance liability. This represents a maintenance outcome rate of **77.1%**. This is an increase of 2.6 percentage points from 74.5% in December 2009.
- **845,700** children were benefiting from maintenance. This is up from 809,800 in December 2009.
- The CSA has collected or arranged **£290.3m** in the quarter to March 2010. This is up from £285.9m collected and arranged in the previous quarter.
- **£1,141m** maintenance was collected or arranged in the 12 months to March 2010 of which **£147m** was arrears. This is an increase from £1,135m in December 2009 of which £150m was arrears.
- **87%** of cases received in December 2009 were cleared within 12 weeks.
- **22,300** Current Scheme applications remain uncleared along with **1,900** Old Scheme applications.
- In **95%** of assessed cases, the non-resident parent is male.
- In **49%** of assessed cases the non-resident parent is not employed, **43%** are employed and **8%** self employed.
- Non-resident parents owed a total of **£3.761bn**.
- The Commission/Agency employed **8,500** full time equivalent staff. Net administration costs in 2008/09 were **£601.4m**.
- **10.3** days were lost due to sickness per each full time equivalent in the 12 months to March 2010.
- **6,300** complaints were received in the quarter to March 2010 while **6,000** complaints were closed. This leaves **2,700** complaints with outstanding actions as at March 2010. This compares with 6,100 complaints received in the previous quarter, 6,000 closed and 2,800 with outstanding actions as at December 2009.
- Of the complaints received this quarter **48%** were received from a non-resident parent and **50%** from a parent with care.

- In the year to date, **99%** of complaints were either resolved or had a resolution plan in place within 15 days.
- In March 2010, **650** appeals were received and **550** appeals were withdrawn, had a decision revised or referred to The Appeals Service, leaving **1,100** appeals outstanding.
- In the 12 months to March 2010, it took on average, **8** weeks to clear appeals through the first stage of the appeals process and **5** days for the Agency to revise maintenance calculations following a decision from The Appeals Service.
- **320** appeals that went to The Appeals Service in March 2010 were disputed.
- **4,778,000** telephone calls were received in the 12 months to March 2010, with the calls answered from the queue in an average of 8 seconds.
- At the end of March 2010 rolling 12 month performance on accuracy to within £1 or 2% of the correct calculation stood at **89.7%**.
- In the last 12 months **83%** of maintenance decisions under the Current Scheme and **92%** of cases under the Old Scheme were accurate to the nearest penny.

Summary of Key Measures

The table below accurately reflects the performance of cases managed off system and cases managed on the core systems. Cases managed off system are defined as cases which, due to technical issues, cannot be processed on the computer system or cases with a manual payment which are those that are processed on the computer system but payments to the parent with care have to be made manually.

Key Measures				
	March 2007	March 2008	March 2009	March 2010
Uncleared current scheme applications	150,900	104,900	44,700	22,300
Maintenance Outcomes ³ % of cases with a current liability receiving maintenance in the Quarter	65%	67%	71%	77%
Positive Outcomes ³ Cases with a positive maintenance outcome	504,400	561,400	593,500	647,700
Positive Liabilities ³ Cases in which maintenance due	778,200	840,100	841,000	840,000
Number of children benefiting Quarter ending 31 March ^(1,3)	683,300	749,300	780,500	845,700
Maintenance collected or arranged (12 month rolling figure)	£898m (of which £91m arrears)	£1,010m (of which £126m arrears)	£1,132m (of which £158m arrears)	£1,141m (of which £147m arrears)
Throughput				
12 weeks (Dec intake)	61%	77%	82%	87%
18 weeks (Oct intake)	64%	83%	81%	93%
26 weeks (Sep intake)	79%	89%	90%	96%

Notes:

1. This measure is against the statutory maintenance service only.
2. High level figures including performance of cases managed off system are only available from October 2006. Detailed breakdowns of the cases managed off system by scheme are only available from April 2008. Therefore detailed figures in the rest of this publication may differ from overall Agency figures in this table.
3. Performance of cases with manual payments are only available from March 2009.
4. Current Scheme uncleared application figures are subject to revision in future publications. Future revisions will reflect any new information which is received after the production of this table.
5. A small change to the CS2 computer system has changed the number of days it will take for particular transaction methods to clear through the banking system. This will result in very minor changes to positive outcomes/liabilities, maintenance outcomes and children benefiting figures from February 2010.

Caseload

This shows the number of cases currently being handled by the Agency and the division of these between the Old and Current Scheme.

- The number of live and assessed cases that the Agency handles has decreased from 1,213,100 in the quarter ending December 2009, to **1,150,800** in the quarter ending March 2010. Over the same period, Old Scheme cases have decreased from 521,900 to **443,300** and Current Scheme cases have increased from 691,200 to **707,400**.

Quarterly Caseload by Scheme: Live and Assessed Cases - March 03 to March 10

Quarter ending:	Overall Agency	Current Scheme	Old Scheme
Mar-03	995,100	100	995,000
Jun-03	992,400	7,100	985,400
Sep-03	999,700	34,100	965,600
Dec-03	1,000,700	65,200	935,400
Mar-04	1,007,600	97,400	910,200
Jun-04	1,016,900	123,500	893,500
Sep-04	1,027,200	146,600	880,600
Dec-04	1,037,900	169,600	868,300
Mar-05	1,054,200	198,600	855,500
Jun-05	1,074,100	229,100	845,000
Sep-05	1,091,400	260,300	831,100
Dec-05	1,110,100	293,700	816,400
Mar-06	1,133,400	333,000	800,400
Jun-06	1,152,900	364,700	788,200
Sep-06	1,168,100	392,500	775,600
Dec-06	1,166,300	418,700	747,600
Mar-07	1,181,000	460,700	720,300
Jun-07	1,205,200	497,600	707,600
Sep-07	1,224,600	529,900	694,700
Dec-07	1,226,400	556,700	669,700
Mar-08	1,237,100	585,200	651,800
Jun-08	1,263,600	631,500	632,100
Sep-08	1,265,200	645,000	620,200
Dec-08	1,263,500	656,200	607,300
Mar-09	1,245,000	666,100	578,800
Jun-09	1,234,400	674,000	560,400
Sep-09	1,219,100	680,400	538,700
Dec-09	1,213,100	691,200	521,900
Mar-10	1,150,800	707,400	443,300

Notes:

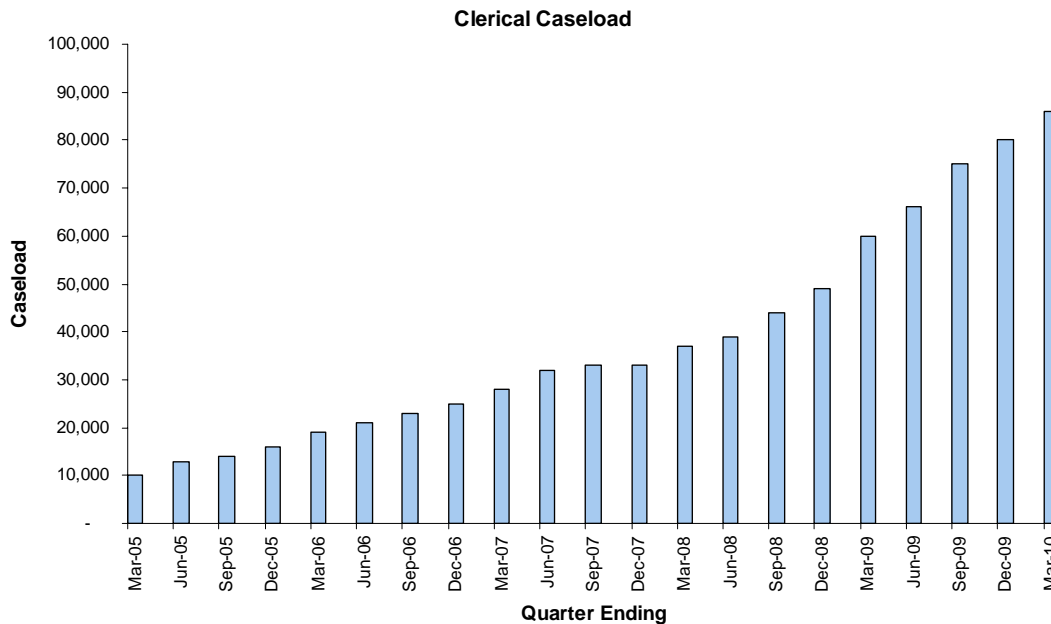
- Figures from April 2008 accurately reflect the performance of cases managed off system.
- Figures include Old Scheme cases with a full or interim maintenance assessment as well as Current Scheme cases with a full maintenance calculation or default maintenance decision.
- A drop in the caseload can be seen from January 2010 which can be attributed to the removal of suspended cases on the CSCS computer system as outlined in the general notes section.

Clerical Case Database

This shows the number of cases from the current computer system being managed off system.

A number of Agency cases are being maintained on a Clerical Case Database and managed off system. These cases are defined as cases which, due to technical issues, cannot be processed on the computer system. The majority of these have been on the CS2 computer system at some point. Work has been completed to include these cases in various tables throughout this publication where possible capturing the latest status of those cases managed off system. These tables have been footnoted accordingly.

- The number of cases being managed off system has increased from 80,000 in December 2009 to **86,000** in March 2010.



Notes:

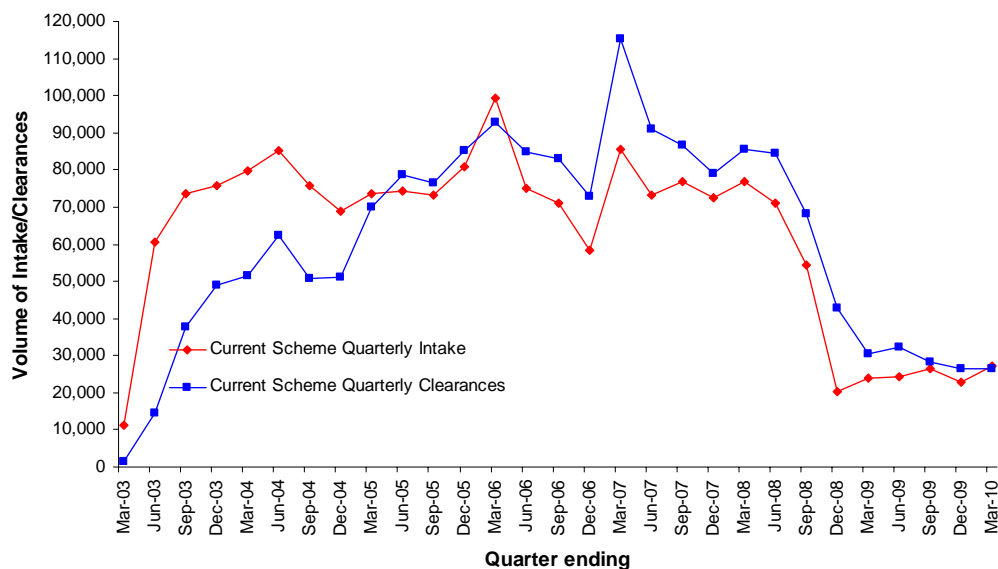
1. Figures include both live and suspended cases that are administered on the Agency's Clerical Case Database.

Intake, Clearances and Uncleared work

This shows the total intake of Current Scheme applications, total clearances and total remaining uncleared applications.

- New applications to the Agency increased to **27,300** in the quarter to March 2010. This is up from 22,800 in the quarter to December 2009. Applications received from Jobcentre Plus ceased from October 2008 following the repeal of Section 6, the legal requirement which previously compelled parents with care on income related benefits to use the services of the Child Support Agency.
- There were **26,300** Current Scheme clearances in the quarter ending March 2010 with the total number of uncleared applications across all schemes reducing to **24,200**. This compares to 26,500 clearances in the quarter to December 2009 at which time uncleared applications stood at 28,500.

Current Scheme Intake/Clearances - March 2003 to March 2010



Notes:

1. A Current Scheme clearance is defined under the following circumstances; If a maintenance calculation has been carried out and a payment is in place; a parent with care has been identified as claiming Good Cause or is subject to a Reduced Benefit Decision; the application is identified as being a change of circumstances on an existing case; or the application has been closed.
2. Intake figures count applications for Child Support. Not all applications become live cases. Similarly, clearances count all applications cleared and not just live cases.
3. A change in legislation in October 2008 removed the compulsion for parents with care on income based benefits (Income Support or Jobseeker's Allowance (Income Based)) to pursue a claim for child support through the Agency. After this date, it is expected that some parents with care will opt to end their child support claim with CSA.
4. In the run up to the change, a further legislative repeal in July 2008 meant that single parents making a new claim for income based benefit would no longer be referred to CSA. Some will have made direct arrangements with the Agency, but they are not compelled to do so.
5. These figures are subject to revision in future publications. Future revisions will reflect any new information which is received after the production of this table.

Intake/Clearances and Uncleared work

This shows the total intake of Current Scheme applications, total clearances and total remaining uncleared applications.

Quarter ending:	Current Scheme		Uncleared Current Scheme Applications	Uncleared Old Scheme Applications
	Quarterly Intake	Quarterly Clearances		
Mar-03	11,100	1,400	17,600	242,300
Jun-03	60,500	14,500	63,600	216,200
Sep-03	73,500	37,700	99,400	195,000
Dec-03	75,800	48,900	126,300	163,200
Mar-04	79,600	51,400	154,500	142,600
Jun-04	85,200	62,200	177,600	120,300
Sep-04	75,700	50,800	202,500	105,500
Dec-04	68,800	51,000	220,200	98,900
Mar-05	73,600	70,000	223,800	87,700
Jun-05	74,300	78,800	219,300	77,300
Sep-05	73,400	76,600	216,100	69,800
Dec-05	80,800	85,200	211,700	63,900
Mar-06	99,200	92,800	218,100	60,800
Jun-06	75,000	84,800	208,300	59,000
Sep-06	71,000	83,200	196,000	52,100
Dec-06	58,500	72,900	180,300	48,900
Mar-07	85,500	115,400	150,900	38,700
Jun-07	73,300	91,000	133,300	32,700
Sep-07	76,800	86,700	123,000	27,400
Dec-07	72,400	79,100	114,600	24,500
Mar-08	76,900	85,500	104,900	22,200
Jun-08	71,200	84,600	89,900	19,800
Sep-08	54,500	68,200	75,200	16,800
Dec-08	20,300	42,600	53,000	13,900
Mar-09	24,000	30,600	44,700	6,100
Jun-09	24,200	32,300	34,000	3,300
Sep-09	26,500	28,100	31,900	3,000
Dec-09	22,800	26,500	25,600	2,900
Mar-10	27,300	26,300	22,300	1,900

Notes:

1. Intake and clearances figures exclude the performance of cases managed off system as do uncleared Old Scheme application figures.
2. Uncleared Current Scheme application figures include the performance of cases managed off system from October 2006.
3. Old Scheme uncleared applications relate to cases that have not been assessed.
4. These figures are subject to revision in future publications. Future revisions will reflect any new information which is received after the production of this table.
5. In January and February 2007 CSA implemented a computer system change to free-up applications that could not be progressed due to system issues. The change involved the deletion of around 11,750 Current Scheme applications and the subsequent re-entry of the vast majority back onto the system. This has had the impact of artificially increasing the clearance and intake figures for January and February by 1,500 and 10,250 respectively.
6. Intake figures in this table may differ from intake figures on page 14. Intake figures in the table above are based on the date the case was first entered on the CS2 computer system. Intake figures on page 14 are based on the date when a customer first made contact with the Agency.

Closures

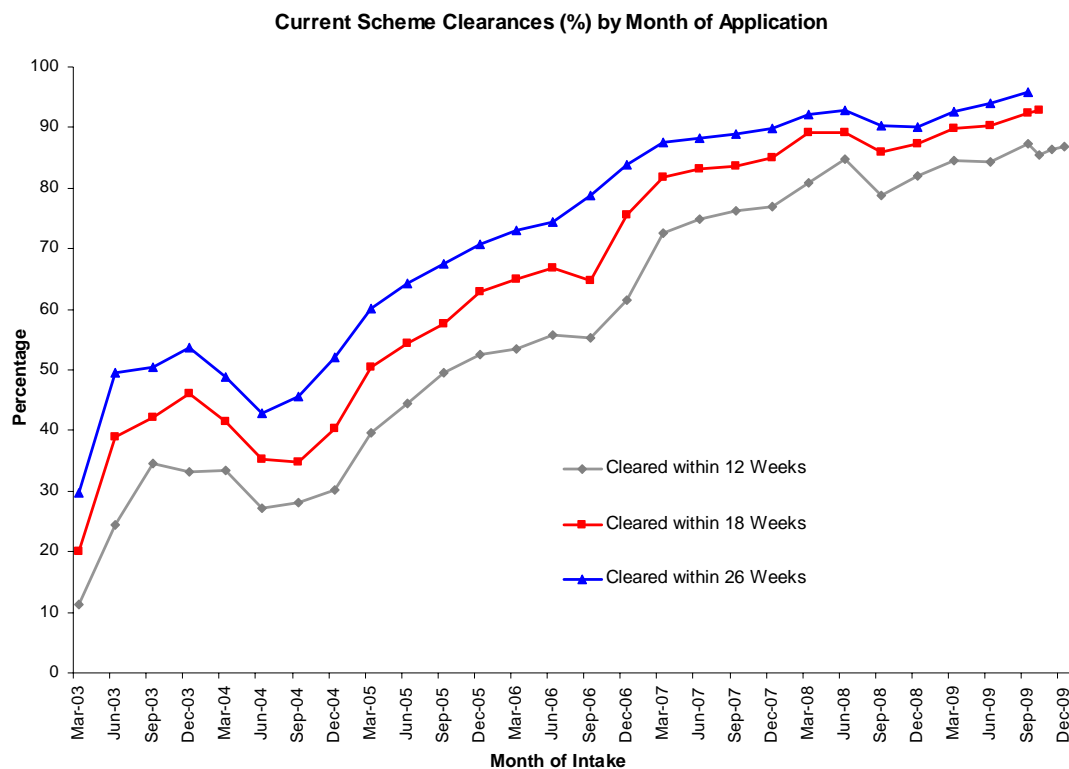
This shows the total number of Current Scheme cases closed.

- The number of Current Scheme case closures increased by 2% from 16,200 in the quarter to December 2009 to **16,500** in the quarter to March 2010.
- In the quarter to March 2010, **9,700** applications were not pursued by the applicant and in **3,700** cases the application was not eligible or no longer valid. This covers closures both prior to and following a calculation.
- A more detailed breakdown of closures **following** calculation is included in Annex A.

Time to clear applications

This shows the length of time taken to clear applications received by the Agency each month.

- **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.
- **96%** of intake received in September 2009 was **cleared within 26 weeks**. This is an increase from 94% 3 months earlier.



Time to clear applications

This shows the length of time taken to clear applications received by the Agency each month.

Month of Intake	Intake	Within 12 weeks	%	Within 18 weeks	%	Within 26 weeks	%	Total cleared	%	Not cleared	%
Mar-03	17,300	1,900	11	3,500	20	5,100	30	17,100*	99*	200	1
Jun-03	21,200	5,200	24	8,200	39	10,500	50	20,900*	99*	300	1
Sep-03	23,600	8,200	35	9,900	42	11,900	51	23,100*	98*	500	2
Dec-03	17,500	5,800	33	8,000	46	9,400	54	17,200*	98*	300	2
Mar-04	28,500	9,500	33	11,800	42	13,900	49	28,200*	99*	300	1
Jun-04	25,400	6,900	27	8,900	35	10,900	43	25,200*	99*	200	1
Sep-04	23,000	6,500	28	8,000	35	10,500	46	22,800*	99*	200	1
Dec-04	17,700	5,300	30	7,100	40	9,200	52	17,600*	99*	100	1
Mar-05	23,000	9,100	40	11,600	50	13,800	60	22,900*	99*	100	1
Jun-05	22,500	10,000	45	12,200	54	14,500	64	22,400*	99*	100	1
Sep-05	23,200	11,500	50	13,300	58	15,700	68	23,000*	99*	200	1
Dec-05	21,200	11,200	53	13,400	63	15,000	71	21,100*	99*	100	1
Mar-06	30,900	16,500	53	20,100	65	22,600	73	30,700*	99*	200	1
Jun-06	23,500	13,100	56	15,700	67	17,500	75	23,300*	99*	200	1
Sep-06	20,700	11,500	55	13,400	65	16,300	79	20,500*	99*	200	1
Dec-06	15,100	9,300	61	11,400	76	12,700	84	15,000*	99*	100	1
Mar-07	26,200	19,100	73	21,400	82	22,900	87	26,000*	99*	200	1
Jun-07	25,000	18,700	75	20,800	83	22,100	88	24,800*	99*	200	1
Sep-07	24,200	18,400	76	20,200	84	21,500	89	24,000*	99*	200	1
Dec-07	17,200	13,300	77	14,700	85	15,500	90	17,100*	99*	100	1
Mar-08	20,700	16,700	81	18,400	89	19,000	92	20,500*	99*	200	1
Jun-08	23,200	19,700	85	20,600	89	21,500	93	23,000*	99*	200	1
Sep-08	12,100	9,600	79	10,400	86	11,000	90	11,900*	98*	200	2
Dec-08	5,200	4,300	82	4,600	87	4,700	90	5,000*	96*	200	4
Mar-09	7,800	6,600	85	7,000	90	7,300	93	7,600*	96*	300	4
Jun-09	8,600	7,200	84	7,800	90	8,100	94	8,300*	96*	300	4
Sep-09	9,300	8,100	87	8,600	92	8,900	96	8,900*	96*	400	4
Dec-09	5,600	4,900	87	5,100*	92*	5,100*	92*	5,100*	92*	500	8
Mar-10	9,600	2,200*	23*	2,200*	23*	2,200*	23*	2,200*	23*	7,300	77

Notes:

1. A clearance above is defined under the following circumstances; If a maintenance calculation has been carried out and a payment arrangement between the parent with care and the non-resident parent is in place; a maintenance calculation has been carried out and nil liability established; a parent with care has been identified as claiming Good Cause or is subject to a Reduced Benefit Decision; or the application has been closed.
2. This table counts applications for Child Support. Not all applications become live cases.
3. Time to clearance is calculated as the time from first contact with the non-resident parent or parent with care until clearance of the application.
4. The figures in this table are subject to revision in future publications. Future revisions will reflect any new information which is received after the production of this table.
5. ** indicates that the time band is incomplete. This means that whilst some cases will have been cleared within the time band, since the period had not yet fully elapsed, complete data is not available to allow meaningful comparison with earlier periods.
6. Intake figures in this table may differ from intake figures on page 12. Intake figures in the above table are based on the date when a customer first made contact with the Agency. Intake figures on page 12 are based on the date the case was first entered on the CS2 computer system.

Caseload Status

This shows the status of all cases with an assessment or calculation.

- The overall live and assessed caseload now stands at **1,150,800**.
- The average weekly maintenance liability (including nil liability) stands at £21, excluding nil liability the average is £33.
- A breakdown by scheme is included in Annex A.

Quarter ending:	Overall	Nil Liability	Assessed not Charging	Nil Compliant	Compliant	Maintenance Direct	Others with Receipts
Mar-03	995,100	456,700	52,700	107,300	284,900	91,500	1,900
Jun-03	992,400	457,600	58,800	103,500	276,800	90,600	5,100
Sep-03	999,700	450,500	71,900	107,200	273,100	89,100	7,800
Dec-03	1,000,700	442,500	72,900	112,900	277,000	87,000	8,400
Mar-04	1,007,600	432,300	76,000	120,200	284,000	86,100	9,000
Jun-04	1,016,900	427,600	76,300	127,800	290,900	85,700	8,500
Sep-04	1,027,200	421,200	78,900	136,300	296,500	86,800	7,400
Dec-04	1,037,900	407,000	95,100	137,700	299,300	90,500	8,200
Mar-05	1,054,200	412,000	97,400	140,900	300,300	93,500	10,000
Jun-05	1,074,100	414,100	105,500	139,500	304,500	97,900	12,700
Sep-05	1,091,400	413,700	109,600	143,300	309,700	101,700	13,400
Dec-05	1,110,100	413,100	113,300	146,900	315,600	107,300	13,800
Mar-06	1,133,400	413,700	122,200	143,200	326,000	112,800	15,500
Jun-06	1,152,900	416,300	126,600	139,700	335,000	119,100	16,300
Sep-06	1,168,100	416,400	126,200	144,400	339,900	125,200	16,100
Dec-06	1,166,300	414,500	111,800	156,400	340,000	127,600	16,100
Mar-07	1,181,000	413,700	107,800	164,500	344,500	132,300	18,400
Jun-07	1,205,200	412,300	110,400	170,600	352,400	139,000	20,600
Sep-07	1,224,600	411,900	113,300	172,700	358,800	144,600	23,200
Dec-07	1,226,400	413,300	104,400	179,400	356,100	148,700	24,500
Mar-08	1,237,100	412,500	101,700	175,100	369,700	153,900	24,100
Jun-08	1,263,600	411,000	97,100	176,900	396,800	158,700	23,200
Sep-08	1,265,200	409,500	92,500	174,900	402,000	160,800	25,400
Dec-08	1,263,500	406,000	95,700	184,500	389,200	162,800	25,300
Mar-09	1,245,000	404,000	82,400	165,100	402,000	165,300	26,100
Jun-09	1,234,400	398,600	80,700	151,000	408,700	168,400	27,000
Sep-09	1,219,100	385,100	72,300	151,200	414,200	167,600	28,700
Dec-09	1,213,100	381,200	64,100	148,400	421,400	169,300	28,700
Mar-10	1,150,800	310,800	57,300	135,000	441,500	169,800	36,400

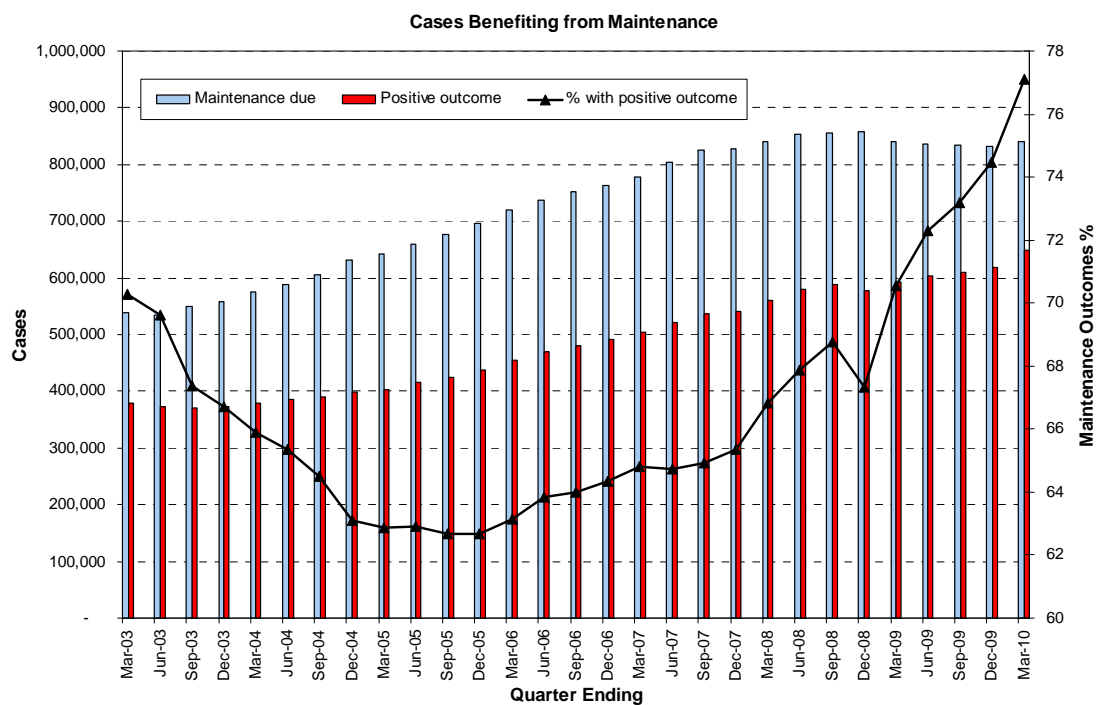
Notes:

1. Figures from April 2008 accurately reflect the performance of cases managed off system and cases where a payment has been made manually as well as cases on the CS2 and CSCS computer systems.
2. Figures include Old Scheme cases with a full or interim maintenance assessment as well as Current Scheme cases with a full maintenance calculation or default maintenance decision.
3. Cases are classed as compliant if they are currently open, classed as collection service cases at the end of the month, and have been charged and paid money via the collection service (either regular maintenance and/or arrears) over the preceding quarter.
4. Cases are classed as nil assessed, or assessed and not charging (that is to say they have a positive liability but no active charging schedule is in place) if they have this status at the end of the quarter, and there have been no charges or receipts via the collection service over the period.
5. "Nil liability" means that no payments were expected on the case and "Nil compliant" means that payments were expected but none were received.
6. Cases are classed as maintenance direct if this is their status at the end of the quarter.
7. A small change to the CS2 computer system has changed the number of days it will take for particular transaction methods to clear through the banking system. This will result in very minor changes to positive outcomes/liabilities, maintenance outcomes and children benefiting figures from February 2010.
8. A drop in the caseload can be seen from January 2010 which can be attributed to the removal of suspended cases on the CSCS computer system as outlined in the general notes section.

Cases/Children Benefiting from Maintenance

This shows the number of cases from which a payment was received or which had a maintenance direct arrangement in place over a 3 month period and the number of children benefiting from such a payment or arrangement.

- The percentage of cases where the non-resident parent is paying child maintenance has risen to **77%** in March 2010, compared to 74% in December 2009.
- The number of cases with a positive liability has increased from 831,900 in December 2009 to **840,000** in March 2010. The number with a positive outcome has risen from 619,400 to **647,700** over the same period.
- The number of children benefiting on these positive outcome cases has risen from 809,800 in December 2009 to **845,700** in March 2010.
- A breakdown by scheme is included in Annex A.



Cases/Children benefiting from Maintenance

Quarter ending:	Overall Agency Cases - in which:			Children benefiting from maintenance
	Maintenance due	Positive outcome	% with positive outcome	
Mar-03	538,400	378,300	70	548,100
Jun-03	534,900	372,500	70	539,100
Sep-03	549,200	370,100	67	534,300
Dec-03	558,200	372,400	67	534,500
Mar-04	575,300	379,200	66	537,500
Jun-04	589,300	385,100	65	542,600
Sep-04	605,900	390,800	64	548,200
Dec-04	630,900	398,000	63	554,900
Mar-05	642,100	403,800	63	561,100
Jun-05	660,000	415,100	63	574,700
Sep-05	677,700	424,800	63	586,400
Dec-05	697,000	436,800	63	599,600
Mar-06	719,700	454,300	63	623,000
Jun-06	736,600	470,300	64	644,500
Sep-06	751,700	481,200	64	656,800
Dec-06	762,100	490,400	64	666,300
Mar-07	778,200	504,400	65	683,300
Jun-07	804,500	520,800	65	703,100
Sep-07	825,100	535,800	65	722,800
Dec-07	827,300	540,600	65	721,900
Mar-08	840,100	561,400	67	749,300
Jun-08	852,700	578,700	68	771,300
Sep-08	855,700	588,300	69	781,600
Dec-08	857,500	577,200	67	759,600
Mar-09	841,000	593,500	71	780,500
Jun-09	835,900	604,200	72	793,900
Sep-09	834,000	610,500	73	799,300
Dec-09	831,900	619,400	74	809,800
Mar-10	840,000	647,700	77	845,700

Notes:

1. Figures from October 2006 accurately reflect the performance of cases managed off system as well as cases on the CS2 and CSCS computer systems.
2. Cases are counted as having a positive maintenance outcome if they have received a payment via the collection service in the quarter or have a maintenance direct agreement in place. Cases are classed as maintenance direct if this is their status at the end of the quarter.
3. The Ministerial target for 2009/10 on Maintenance Outcomes states that: by 31st March 2010, in 72 percent of cases across both the Current and Old Schemes in which a liability to pay maintenance exists, the non-resident parent has either made a payment via the collection service or a maintenance direct arrangement is in place.
4. The Ministerial target for 2009/10 on Children Benefiting states that: by 31st March 2010 maintenance will be collected or arranged by the Agency on behalf of 840,000 children. This is a Commission target to which the Agency contributes.
5. Qualifying children are counted as receiving maintenance or with a maintenance direct agreement in place if the relevant case has received a payment via the collection service in the last three months or has a maintenance direct agreement in place. An average of 1.35 children per case has been used for positive outcome cases progressed off system.
6. A small change to the CS2 computer system has changed the number of days it will take for particular transaction methods to clear through the banking system. This will result in very minor changes to positive outcomes/liabilities, maintenance outcomes and children benefiting figures from February 2010.

Annual Cases/Children Benefiting from Maintenance

This shows the number of cases from which a payment was received or which had a maintenance direct arrangement in place over a 12 month period.

- The percentage of cases where the non-resident parent is paying child maintenance in the last 12 months has increased to **81%** from 80% in the 12 months to December 2009.
- The number of cases with a positive liability at any point in the last 12 months has increased from 936,200 in December 2009 to **944,300** in March 2010. The number with a positive outcome has increased from 746,300 to **769,200** over the same period.
- The number of children benefiting on these positive outcome cases has risen from 976,400 in December 2009 to **1,005,100** in March 2010.

Overall Agency Cases - in which:				
Year ending:	Maintenance due	Positive outcome	% with positive outcome	Children benefiting from maintenance
Mar-04	683,200	481,200	70	694,300
Jun-04	687,400	483,800	70	695,500
Sep-04	687,600	485,600	71	694,200
Dec-04	695,500	491,200	71	694,700
Mar-05	708,400	498,200	70	700,300
Jun-05	727,600	509,600	70	712,800
Sep-05	748,800	522,300	70	726,600
Dec-05	763,300	534,100	70	741,500
Mar-06	787,000	552,800	70	765,700
Jun-06	805,100	569,300	71	786,900
Sep-06	819,200	581,800	71	800,200
Dec-06	842,900	598,400	71	823,800
Mar-07	858,400	606,500	71	834,400
Jun-07	888,000	626,600	71	859,000
Sep-07	896,200	642,700	72	874,000
Dec-07	902,000	655,100	73	887,100
Mar-08	921,200	679,000	74	933,300
Jun-08	936,900	696,500	74	953,700
Sep-08	928,500	704,000	76	957,100
Dec-08	928,300	704,100	76	935,400
Mar-09	932,900	718,500	77	950,900
Jun-09	937,100	729,600	78	961,900
Sep-09	949,400	740,200	78	968,500
Dec-09	936,200	746,300	80	976,400
Mar-10	944,300	769,200	81	1,005,100

Notes:

1. Figures from September 2007 accurately include the performance of cases managed off system for the full 12 months as well as cases on the CS2 and CSCS computer systems. Information for cases managed off system is available from October 2006 and therefore is partly included in the December 2006, March 2007 and June 2007 figures.
2. Cases can migrate from the CSCS computer system to the CS2 computer system within a 12 month period and such cases may be counted twice in the above table. It has been possible to remove such duplicates from March 2007. Therefore in the 12 month period to December 2007 all duplicate cases are removed, with duplicates partly removed in the 12 months to March 2007, June 2007 and September 2007.
3. Cases are counted as having a positive maintenance outcome if they have received a payment via the collection service in the last 12 months or have a maintenance direct agreement in place. Cases are classed as maintenance direct if this is their status at the end of any quarter.
4. Qualifying children are counted as receiving maintenance or with a maintenance direct agreement in place if the relevant case has received a payment via the collection service in the last twelve months or has a maintenance direct agreement in place. An average of 1.35 children per case has been used for positive outcome cases progressed off system.

Maintenance collected and arranged

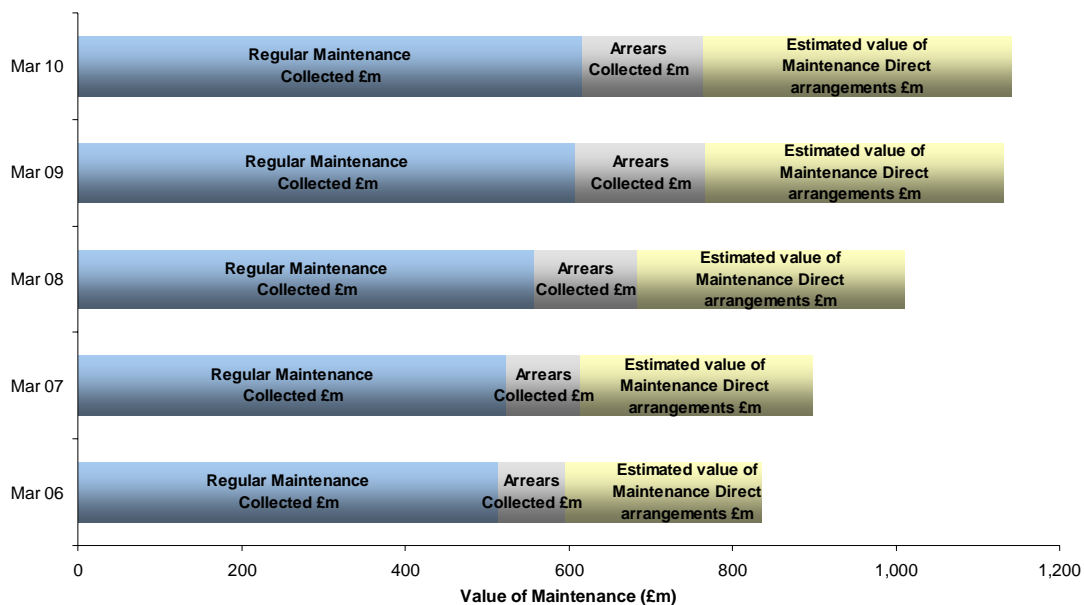
This shows the total amount of maintenance collected by the Agency and the estimated value of Maintenance Direct arrangements.

- Maintenance Collected or Arranged on a rolling 12 month basis increased to **£1,141m**. Arrears collected on a rolling 12 month basis fell to **£147.3m**. This is compared to a December 2009 figure of £1,135m, of which £149.8m was arrears.
- In the quarter to March 2010, **£290.3m** was collected or arranged, of which **£35.8m** was arrears. This is an increase from £285.9m collected or arranged in the quarter to December 2009, of which £37.3m was arrears.

Headline collection figures are:

- **2009/10:** **£1,141m** of which **£147.3m** was arrears
- **Rolling 12 months:** **£1,141m** of which **£147.3m** was arrears
- **Rolling Quarter:** **£290.3m** of which **£35.8m** was arrears

Total Amount Collected and Arranged - Rolling 12 Months to March



Notes:

1. Monthly amounts of maintenance collected will not sum to the financial year figures published in the Annual Accounts as they do not include end of year adjustments.

Maintenance collected and arranged: Quarterly Measure

Quarter Ending	Maintenance Collected £m	Of which, arrears collected £m	Estimated value of Maintenance Direct arrangements in place £m	Total amount collected / arranged £m
Jun-03	146.2	15.6	55.8	202.0
Sep-03	145.3	16.0	54.5	199.8
Dec-03	142.0	15.8	53.7	195.7
Mar-04	146.7	16.4	52.8	199.5
Jun-04	144.4	16.7	52.6	197.0
Sep-04	144.0	16.8	52.7	196.7
Dec-04	143.5	17.2	53.3	196.8
Mar-05	152.8	17.5	54.9	207.7
Jun-05	148.7	19.4	56.9	205.6
Sep-05	146.5	20.5	59.0	205.5
Dec-05	149.2	20.3	61.2	210.4
Mar-06	150.3	20.6	63.8	214.1
Jun-06	150.6	21.5	67.0	217.5
Sep-06	153.9	21.1	70.6	224.5
Dec-06	150.6	22.8	72.7	223.4
Mar-07	159.0	25.1	73.8	232.8
Jun-07	158.6	27.6	76.9	235.5
Sep-07	169.5	30.4	80.4	249.9
Dec-07	174.0	32.6	82.9	256.8
Mar-08	182.2	35.8	85.4	267.7
Jun-08	187.6	38.8	89.0	276.6
Sep-08	197.9	41.7	90.9	288.8
Dec-08	190.1	39.4	91.9	282.0
Mar-09	191.5	38.3	92.8	284.3
Jun-09	186.8	38.0	94.3	281.1
Sep-09	189.3	36.3	94.5	283.7
Dec-09	191.5	37.3	94.4	285.9
Mar-10	196.2	35.8	94.1	290.3

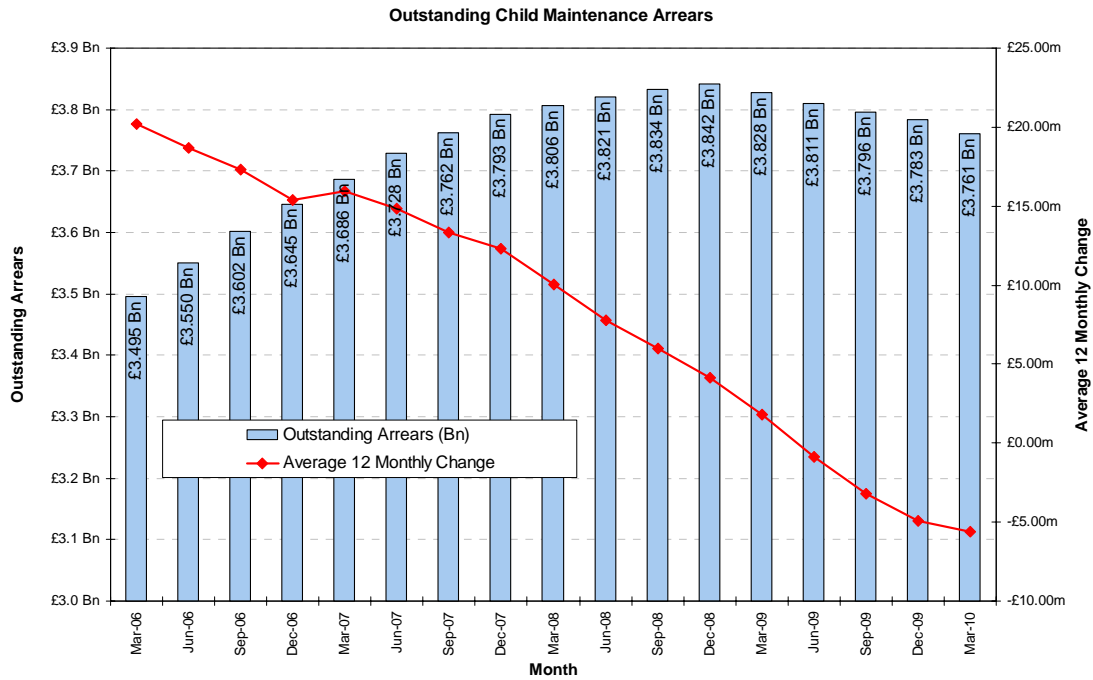
Notes:

1. The amount of maintenance collected is that collected via the CSA Collection Service and this includes both off system and system payments.
2. Monthly amounts of maintenance collected will not sum to the financial year figures published in the Annual Accounts as they do not include end of year adjustments.
3. The value of Maintenance Direct arrangements in place shows the value of the assessments that the Agency has made i.e. the recommended amount to be paid to the Parent/Person with Care by the non-resident Parent. This value is an estimate because it is not possible to calculate, for every day of the year, the value of Maintenance Direct arrangements in place at that point in time. However, it is possible to calculate the value of weekly Maintenance Direct arrangements in place at the end of each month and derive a full monthly estimate from that.
4. The Ministerial target for 2009/10 on Maintenance Collected or Arranged is to collect or arrange £1,135 million in child maintenance (including both regular and arrears) between 1st April 2009 and 31st March 2010; of which at least £170 million maintenance will be arrears.
5. The estimated value of Maintenance Direct arrangements includes Maintenance Direct cases processed off system from April 2008.
6. Arrears collected figures include arrears of maintenance that have been linked to an arrears collection schedule. Investigations show that a proportion of arrears of maintenance collected have been incorrectly linked to a regular collection schedule and therefore classified as regular maintenance in the above table. Work is underway to correctly classify arrears collections in future publications.

Outstanding Maintenance Arrears.

This shows the gross arrears position of non-resident parents at the end of each quarter.

- Outstanding child maintenance arrears has decreased from £3,783 million in December 2009 to **£3,761 million** in March 2010.²



Notes:

- Figures show the gross arrears position at the end of each quarter sourced from the Agency's General Ledger.
- Figures after March 2008 have not yet been audited and finalised.

Arrears Distribution.

This shows the proportion of cases with arrears and value of arrears by size of arrears outstanding on each case.

It should be noted that almost half of arrears are owed to the Secretary of State and not Parents with Care. A large proportion of arrears are based on Interim Maintenance Assessments which are punitive maintenance liabilities imposed due to the non co-operation of non-resident parents in supplying information to allow a full maintenance assessment to be made.

Arrears Band	Arrears Caseload (%): March 2010	Value of Arrears (%): March 2010
Under £100	19%	-
Over £100 to £500	26%	2%
Over £500 to £1,000	13%	3%
Over £1,000 to £5,000	25%	17%
Over £5,000 to £10,000	8%	17%
Over £10,000 to £20,000	6%	22%
Over £20,000 to £50,000	3%	29%
Over £50,000	-	9%

Notes:

1. Figures sourced from the Agency Debt Book as maintenance arrears from the General Ledger can not be broken down by size of arrears.

Enforcement

This shows the total volume of enforcement actions undertaken by the Agency.

	Financial year					Previous year Feb 2008 - Jan 2009	Year to date Feb 2009 - Jan 2010
	Apr 2004 - Mar 2005	Apr 2005 - Mar 2006	Apr 2006 - Mar 2007	Apr 2007 - Mar 2008	Apr 2008 - Mar 2009		
Total processes undertaken	17,025	103,200	100,150	114,275	120,040	122,010	114,400
England & Wales							
Liability orders granted	7,300	10,465	12,635	16,580	22,610	22,845	23,135
Distress actions	4,765	9,225	13,625	14,765	18,380	18,035	15,410
Judgement orders	1,315	2,330	1,920	1,390	435	630	40
3rd Party Debt orders	1,235	1,710	2,090	1,790	2,395	2,435	1,555
Charging orders	845	1,335	1,850	1,735	2,480	2,490	2,990
Scotland							
Liability orders granted	460	780	875	1,175	2,065	2,245	1,745
Attachments	120	125	275	235	270	285	230
Arrestments	475	450	610	485	890	860	655
Bills of Inhibition	250	575	860	1,045	1,745	1,760	1,125
England & Wales and Scotland							
New Deduction from Earnings Orders/Requests	n/a	75,760	64,915 ⁽⁹⁾	74,550	66,705	68,805	64,910
Stock of DEO/R's charging at end of period	127,200	138,300	143,800	153,900	148,400	151,500	142,200
DEO/R compliance at end of period (%)	78	78	77	76	78	77	81
Suspended committal sentences	225	390	420	480	580	510	845
Committal Sentences	5	15	40	25	45	30	50
Suspended driving licence disqualification sentences	25	35	30	15	45	30	85
Driving licence disqualification sentences	5	5	5	5	5	5	10
Prosecutions for non-disclosure of information	-	-	-	-	1,390	1,045 ⁽¹⁰⁾	1,615
Total collections received	6,617	13,184	11,267	16,449	27,971	26,093	31,044 ⁽¹¹⁾

Notes:

1. A liability order is a document obtained from the court showing that they legally recognise that the debt is owing. This is the same in both England & Wales and Scotland. This is required before the Agency can use litigation powers (Diligence in Scotland).

2. Distress actions refer to bailiff actions in England & Wales. This is where, once the debt has been legally recognised, the Agency has passed the debt to a bailiff company for collection (or equivalent).

3. Judgement orders apply only to England & Wales. This registers the person with a County Court Judgement Order, which remains on their credit record for six years.

4. Third Party Debt orders in England & Wales instruct a third party to pay any funds owed to, or held on behalf of, the non-resident parent to the Agency instead. In practice this is typically used for banks and building societies.

5. Charging orders in England & Wales are where a County Court Order for the legally recognised debt is attached to the equity in the non-resident parent's property.

6. Attachments refer to actions taken by Sheriff Officers in Scotland on the Agency's instruction to attach certain goods and remove for auction if the debt is not settled.

7. Arrestments refer to actions taken by Sheriff Officers in Scotland on the Agency's instruction to serve an arrestment on a third party holding funds owed to, or held on behalf of, the non-resident parent to pay to the Agency instead. In practice this is typically used for banks and building societies.

8. Bills of Inhibition in Scotland do not attach directly to the non-resident parent's property, but are a personal prohibition preventing heritable property being transferred, alienated or disposed of by the non-resident parent.

9. The number of new DEO/Rs showed a marked increase in January 2007. This was due to a fix on the CS2 system in December 2006 to suspend 8,500 ineffective DEOs on cases where employers had informed the Agency that the non-resident parent on that case was no longer in their employment. Many of these were reinstated as DEO/Rs in January 2007 resulting in a large increase that is in effect not real. In order to allow more consistent comparisons, figures for January 2007 have been removed and therefore figures for April 2006 - March 2007 and August 2006-July 2007 are underestimated by around 6,000 requests.

10. Prosecutions for non-disclosure of information only available from April 2008.

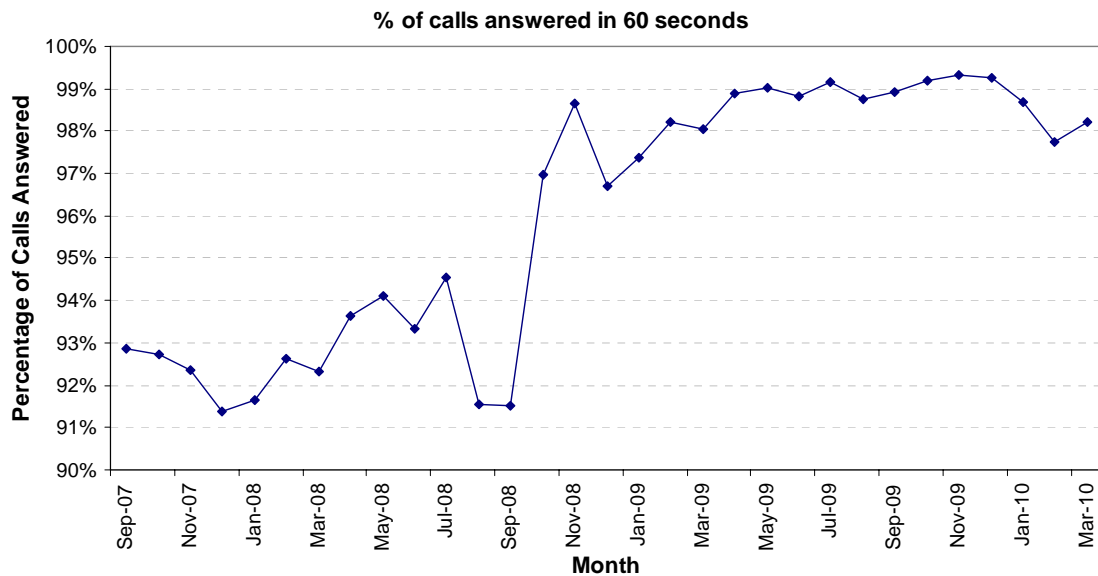
11. From April 2006, all collections have been calculated from cases where legal enforcement activity has occurred in a given month. Prior to April 2006, collections only include those collections which resulted from legal enforcement activity.

12. Collection figures have been revised from April 2006 as detailed in the General Notes section.

Telephony Performance

This shows how quickly calls to the Agency were answered each month.

- The in month percentage of calls answered within 60 seconds was **98.2%** for March 2010. This is down from 99.2% in December 2009.
- The year to date performance for March 2010 has increased by 3.5 percentage points to **98.8%**, compared to the year to date position as at March 2009.
- A large improvement can be seen in performance since October 2008 when computer system enhancements were implemented, with a higher proportion of calls now being routed direct to the caseworker dealing with that particular case.



Annex A.

Initial Clearance Types

This shows a breakdown by type of clearance for all Current Scheme clearances.

Month	Total Clearances	Closed	Nil Liability	Maintenance Direct	Payment(s) Made	No Payment Made
Jun-03	14,500	11,500	600	600	1,600	100
Sep-03	37,700	22,500	3,100	1,600	10,000	500
Dec-03	48,900	28,900	3,900	1,800	13,500	900
Mar-04	51,400	29,600	4,300	2,100	14,600	800
Jun-04	62,200	43,100	3,700	2,100	12,800	500
Sep-04	50,800	31,100	3,600	2,400	13,300	500
Dec-04	51,000	29,000	3,700	3,400	14,500	400
Mar-05	70,000	45,100	5,100	4,500	14,900	400
Jun-05	78,800	53,000	5,300	4,900	15,200	500
Sep-05	76,600	49,400	5,400	5,500	15,700	500
Dec-05	85,200	55,100	6,200	6,300	17,000	600
Mar-06	92,800	58,100	8,000	6,700	19,300	600
Jun-06	84,800	51,700	6,400	7,500	18,500	600
Sep-06	83,200	54,300	5,600	6,800	15,900	600
Dec-06	72,900	46,000	5,500	5,600	15,200	600
Mar-07	115,400	76,900	8,600	8,100	20,800	1,000
Jun-07	91,000	54,100	7,900	8,300	19,700	1,100
Sep-07	86,700	53,300	6,800	7,600	17,800	1,300
Dec-07	79,100	48,100	6,100	6,900	16,900	1,100
Mar-08	85,500	53,200	6,500	6,700	18,100	1,000
Jun-08	84,600	53,700	5,800	6,500	17,400	1,200
Sep-08	68,200	49,000	3,000	3,600	11,800	900
Dec-08	42,600	26,400	2,700	2,600	10,200	700
Mar-09	30,600	13,000	2,900	2,600	11,100	1,000
Jun-09	32,300	15,900	2,200	2,500	10,800	1,000
Sep-09	28,100	10,800	2,200	2,400	11,600	1,100
Dec-09	26,500	7,400	2,300	2,600	12,600	1,700
Mar-10	26,300	7,500	2,100	2,400	8,200	6,000

Notes:

1. Closed category includes applications closed prior to a calculation being carried out, applications where the parent with care is identified as claiming good cause or subject to a reduced benefit decision, the application is actually a change of circumstance on an existing case or where the case is closed after a calculation but prior to a first payment being made.
2. Nil liability includes cases where a nil liability calculation is the first calculation carried out or where a nil liability calculation is carried out prior to receipt of first payment.
3. Maintenance direct includes cases where the first calculation is a maintenance direct arrangement or where a maintenance direct arrangement is made prior to receipt of first payment.
4. Cases where no payment has yet been made will always be artificially high for the latest month of intake. These are cases where a collection schedule has been set up but the first payment may not yet be due.
5. Figures may not sum to clearance figures on page 13 due to rounding.
6. These figures are subject to revision in future publications. Future revisions will reflect any new information which is received after the production of this table.

Current Scheme Live and Assessed Caseload Status

This shows the status of all Current Scheme cases with an assessment or calculation.

Quarter ending:	Overall	Nil Liability	Assessed not Charging	Nil Compliant	Compliant	Maintenance Direct	Others with Receipts
Mar-03	100	-	100	-	-	-	-
Jun-03	7,100	500	4,400	200	400	300	1,200
Sep-03	34,100	3,000	17,600	2,700	5,900	1,000	3,900
Dec-03	65,200	5,700	25,900	8,300	17,900	2,100	5,300
Mar-04	97,400	8,900	33,100	14,900	31,200	3,500	5,800
Jun-04	123,500	11,800	34,500	22,300	44,800	4,900	5,300
Sep-04	146,600	14,400	33,000	31,400	56,600	7,000	4,100
Dec-04	169,600	17,300	32,800	35,300	69,300	10,400	4,400
Mar-05	198,600	21,300	38,100	38,900	79,900	14,700	5,600
Jun-05	229,100	25,500	42,400	43,200	91,200	19,400	7,400
Sep-05	260,300	29,900	45,500	50,000	102,200	24,700	7,900
Dec-05	293,700	34,800	47,300	58,500	113,600	31,300	8,200
Mar-06	333,000	41,200	52,800	62,900	128,800	37,900	9,500
Jun-06	364,700	46,700	53,600	65,800	143,700	45,000	10,100
Sep-06	392,500	51,600	53,100	72,000	154,300	51,500	10,000
Dec-06	418,700	56,600	52,100	81,600	161,500	57,300	9,700
Mar-07	460,700	64,300	57,800	91,200	172,400	64,400	10,600
Jun-07	497,600	71,000	59,400	99,300	185,100	71,800	11,100
Sep-07	529,900	77,000	62,300	105,400	195,000	78,200	11,900
Dec-07	556,700	82,500	62,800	116,600	198,700	84,500	11,500
Mar-08	585,200	88,100	60,800	116,000	216,300	92,300	11,800
Jun-08	631,500	93,800	59,500	121,400	246,300	98,900	11,700
Sep-08	645,000	96,900	55,300	121,200	256,000	102,000	13,600
Dec-08	656,200	99,800	58,000	132,200	247,500	105,000	13,800
Mar-09	666,100	103,200	55,200	116,100	265,500	110,900	15,400
Jun-09	674,000	107,000	53,800	105,700	276,100	114,700	16,800
Sep-09	680,400	100,000	50,800	108,000	286,500	116,300	18,700
Dec-09	691,200	101,600	44,600	107,300	298,400	119,700	19,600
Mar-10	707,400	102,600	46,500	97,400	315,600	123,200	22,100

Notes:

1. Figures from April 2008 accurately reflect the performance of cases managed off system and cases where a payment has been made manually as well as cases on the CS2 and CSCS computer systems.
2. Figures include Current Scheme cases with a full maintenance calculation or default maintenance decision.
3. Cases are classed as compliant if they are currently open, classed as collection service cases at the end of the month, and have been charged and paid money via the collection service (either regular maintenance and/or arrears) over the preceding quarter.
4. Cases are classed as nil assessed, or assessed and not charging (that is to say they have a positive liability but no active charging schedule is in place) if they have this status at the end of the quarter, and there have been no charges or receipts via the collection service over the period.
5. "Nil liability" means that no payments were expected on the case and "Nil compliant" means that payments were expected but none were received.
6. Cases are classed as maintenance direct if this is their status at the end of the quarter.
7. A small change to the CS2 computer system has changed the number of days it will take for particular transaction methods to clear through the banking system. This will result in very minor changes to positive outcomes/liabilities, maintenance outcomes and children benefiting figures from February 2010.

Old Scheme Live and Assessed Caseload Status

This shows the status of all Current Scheme cases with an assessment or calculation.

Quarter ending:	Overall	Nil Liability	Assessed not Charging	Nil Compliant	Compliant	Maintenance Direct	Others with Receipts
Mar-03	995,000	456,700	52,600	107,300	284,900	91,500	1,900
Jun-03	985,400	457,000	54,400	103,300	276,500	90,300	3,800
Sep-03	965,600	447,600	54,300	104,500	267,200	88,100	3,900
Dec-03	935,400	436,700	47,000	104,600	259,100	84,900	3,100
Mar-04	910,200	423,400	42,900	105,300	252,800	82,600	3,200
Jun-04	893,500	415,800	41,900	105,600	246,200	80,800	3,200
Sep-04	880,600	406,800	45,900	104,900	239,900	79,800	3,300
Dec-04	868,300	389,700	62,300	102,400	230,100	80,100	3,800
Mar-05	855,500	390,700	59,300	102,000	220,400	78,800	4,400
Jun-05	845,000	388,600	63,000	96,200	213,300	78,500	5,400
Sep-05	831,100	383,800	64,100	93,300	207,500	77,000	5,400
Dec-05	816,400	378,300	66,100	88,400	202,100	76,000	5,600
Mar-06	800,400	372,500	69,400	80,300	197,100	75,000	6,100
Jun-06	788,200	369,600	73,000	73,900	191,300	74,100	6,200
Sep-06	775,600	364,800	73,100	72,400	185,500	73,700	6,100
Dec-06	747,600	357,900	59,700	74,800	178,500	70,300	6,500
Mar-07	720,300	349,400	50,000	73,200	172,100	67,800	7,800
Jun-07	707,600	341,400	51,100	71,300	167,200	67,200	9,500
Sep-07	694,700	334,900	51,000	67,200	163,800	66,400	11,300
Dec-07	669,700	330,800	41,600	62,800	157,500	64,100	13,000
Mar-08	651,800	324,400	41,000	59,100	153,400	61,700	12,300
Jun-08	632,100	317,200	37,700	55,500	150,500	59,800	11,500
Sep-08	620,200	312,600	37,200	53,700	146,100	58,800	11,800
Dec-08	607,300	306,200	37,700	52,300	141,700	57,800	11,500
Mar-09	578,800	300,800	27,200	49,100	136,600	54,500	10,700
Jun-09	560,400	291,600	26,900	45,300	132,600	53,700	10,200
Sep-09	538,700	285,100	21,500	43,100	127,700	51,300	10,000
Dec-09	521,900	279,600	19,500	41,100	122,900	49,700	9,100
Mar-10	443,300	208,200	10,800	37,600	126,000	46,600	14,200

Notes:

1. Figures from April 2008 accurately reflect the performance of cases managed off system and cases where a payment has been made manually as well as cases on the CS2 and CSCS computer systems.
2. Figures include Old Scheme cases with a full or interim maintenance assessment.
3. Cases are classed as compliant if they are currently open, classed as collection service cases at the end of the month, and have been charged and paid money via the collection service (either regular maintenance and/or arrears) over the preceding quarter.
4. Cases are classed as nil assessed, or assessed and not charging (that is to say they have a positive liability but no active charging schedule is in place) if they have this status at the end of the quarter, and there have been no charges or receipts via the collection service over the period.
5. "Nil liability" means that no payments were expected on the case and "Nil compliant" means that payments were expected but none were received.
6. Cases are classed as maintenance direct if this is their status at the end of the quarter.
7. A small change to the CS2 computer system has changed the number of days it will take for particular transaction methods to clear through the banking system. This will result in very minor changes to positive outcomes/liabilities, maintenance outcomes and children benefiting figures from February 2010.
8. A drop in the caseload can be seen from January 2010 which can be attributed to the removal of suspended cases on the CSCS computer system as outlined in the general notes section.

Current Scheme Cases/Children benefiting from Maintenance

This shows the number of Current Scheme cases from which a payment was received or which had a maintenance direct arrangement in place over a 3 month period and the number of children benefiting from such a payment or arrangement.

Quarter ending:	Current Scheme Cases - in which:			Children benefiting from maintenance
	Maintenance due	Positive outcome	% with positive outcome	
Mar-03	100	-	-	-
Jun-03	6,500	1,900	29	3,000
Sep-03	31,100	10,800	35	16,400
Dec-03	59,500	25,300	43	37,800
Mar-04	88,500	40,500	46	60,000
Jun-04	111,700	55,000	49	81,200
Sep-04	132,200	67,700	51	98,900
Dec-04	152,300	84,100	55	121,700
Mar-05	177,300	100,200	57	144,400
Jun-05	203,600	117,900	58	168,900
Sep-05	230,400	134,800	59	192,500
Dec-05	258,900	153,100	59	217,500
Mar-06	291,800	176,200	60	249,900
Jun-06	318,100	198,700	62	281,900
Sep-06	340,900	215,900	63	305,200
Dec-06	362,100	228,400	63	322,100
Mar-07	396,400	247,400	62	347,500
Jun-07	426,600	268,000	63	375,500
Sep-07	452,800	285,100	63	397,700
Dec-07	474,200	294,700	62	410,700
Mar-08	497,200	320,400	64	445,600
Jun-08	537,700	356,900	66	494,700
Sep-08	548,100	371,600	68	513,300
Dec-08	556,400	366,200	66	501,300
Mar-09	563,000	391,700	70	534,800
Jun-09	567,000	407,600	72	555,900
Sep-09	580,400	421,500	73	572,800
Dec-09	589,600	437,700	74	594,400
Mar-10	604,800	460,900	76	624,300

Notes:

1. Figures from April 2008 accurately reflect the performance of cases managed off system and cases where a payment has been made manually as well as cases on the CS2 and CSCS computer systems.
2. While it has been possible to include the performance of cases managed off system at Agency level since October 2006, it has only been possible to provide a scheme split from April 2009. Therefore figures in this Annex will differ from the Agency figures in the main publication.
3. Cases are counted as having a positive maintenance outcome if they have received a payment via the collection service in the quarter or have a maintenance direct agreement in place. Cases are classed as maintenance direct if this is their status at the end of the quarter.
4. A small change to the CS2 computer system has changed the number of days it will take for particular transaction methods to clear through the banking system. This will result in very minor changes to positive outcomes/liabilities, maintenance outcomes and children benefiting figures from February 2010.

Old Scheme Cases/Children benefiting from Maintenance

This shows the number of Old Scheme cases from which a payment was received or which had a maintenance direct arrangement in place over a 3 month period and the number of children benefiting from such a payment or arrangement.

Quarter ending:	Old Scheme Cases - in which:			Children benefiting from maintenance
	Maintenance due	Positive outcome	% with positive outcome	
Mar-03	538,300	378,300	70	548,100
Jun-03	528,300	370,600	70	536,100
Sep-03	518,100	359,200	69	517,900
Dec-03	498,700	347,200	70	496,700
Mar-04	486,800	338,700	70	477,600
Jun-04	477,600	330,200	69	461,500
Sep-04	473,800	323,100	68	449,300
Dec-04	478,600	313,900	66	433,200
Mar-05	464,800	303,600	65	416,600
Jun-05	456,400	297,200	65	405,800
Sep-05	447,300	290,000	65	393,900
Dec-05	438,100	283,700	65	382,100
Mar-06	427,900	278,200	65	373,100
Jun-06	418,500	271,600	65	362,600
Sep-06	410,900	265,300	65	351,500
Dec-06	389,700	255,200	65	334,600
Mar-07	371,000	247,700	67	323,000
Jun-07	366,300	243,900	67	315,200
Sep-07	359,800	241,600	67	309,100
Dec-07	338,900	234,600	69	295,600
Mar-08	327,400	227,300	69	284,800
Jun-08	315,000	221,800	70	276,600
Sep-08	307,600	216,700	70	268,300
Dec-08	301,100	211,100	70	258,300
Mar-09	278,000	201,800	73	245,700
Jun-09	268,900	196,600	73	238,000
Sep-09	253,600	189,000	75	226,500
Dec-09	242,300	181,700	75	215,400
Mar-10	235,200	186,800	79	221,400

Notes:

1. Figures from April 2008 accurately reflect the performance of cases managed off system and cases where a payment has been made manually as well as cases on the CS2 and CSCS computer systems.
2. While it has been possible to include the performance of cases managed off system at Agency level since October 2006, it has only been possible to provide a scheme split from April 2009. Therefore figures in this Annex will differ from the Agency figures in the main publication.
3. Cases are counted as having a positive maintenance outcome if they have received a payment via the collection service in the quarter or have a maintenance direct agreement in place. Cases are classed as maintenance direct if this is their status at the end of the quarter.
4. A small change to the CS2 computer system has changed the number of days it will take for particular transaction methods to clear through the banking system. This will result in very minor changes to positive outcomes/liabilities, maintenance outcomes and children benefiting figures from February 2010.

Reasons for Case Closure Following Calculation

This shows a breakdown by reason for closure for all Current Scheme closures following calculation.

Quarter Ending	Total Closures	Application not pursued by Applicant	Application Not Eligible / No Longer Valid	Application Superseded	Reconciliation	Other
Jun-03	100	-	-	-	-	-
Sep-03	600	400	100	-	100	-
Dec-03	1,500	1,000	200	100	200	-
Mar-04	2,400	1,500	300	100	400	100
Jun-04	2,300	1,400	400	100	400	100
Sep-04	2,600	1,400	600	100	400	100
Dec-04	2,600	1,300	700	100	500	100
Mar-05	2,700	1,200	700	200	600	100
Jun-05	2,800	1,100	800	200	600	100
Sep-05	3,100	1,100	1,000	200	700	200
Dec-05	3,700	1,200	1,400	200	700	200
Mar-06	4,200	1,300	1,500	200	900	300
Jun-06	4,200	1,200	1,400	200	1,000	400
Sep-06	4,800	1,400	1,800	200	1,000	400
Dec-06	5,000	1,500	2,100	200	1,000	200
Mar-07	5,700	1,600	2,200	400	1,200	300
Jun-07	6,000	1,700	2,300	500	1,200	300
Sep-07	6,700	1,800	2,800	600	1,100	300
Dec-07	6,400	1,700	2,800	500	1,000	300
Mar-08	7,200	2,000	3,000	600	1,300	400
Jun-08	7,300	2,000	3,000	600	1,200	400
Sep-08	7,700	1,700	3,700	600	1,100	600
Dec-08	12,300	5,100	4,900	400	1,300	600
Mar-09	12,800	5,900	4,300	400	1,600	600
Jun-09	11,000	5,100	3,600	200	1,500	600
Sep-09	13,000	4,900	6,200	200	1,300	500
Dec-09	9,400	4,000	3,800	100	1,000	400
Mar-10	9,400	4,400	3,400	100	1,000	500

Notes:

1. A closure is defined under the following circumstances; an application has been cancelled or withdrawn, a parent with care has been identified as claiming Good Cause or is subject to a Reduced Benefit Decision; or the application has been closed or terminated.
2. Closures as above, though completed by case worker, can be initiated by either the system or the user themselves. Where case workers initiate closures, the closure reason is selected from a pre-defined list. As this is subjective, in some instances the selected reason may not reflect the actual reason for closure.
3. Figures do not include performance of cases processed off system.
4. Figures only include cases closed after a maintenance calculation has taken place.
5. The figures in this table are subject to revision in future publications. Future revisions will reflect any new information which is received after the production of this table.
6. A change in legislation in October 2008 removed the compulsion for parents with care on income based benefit (Income Support or Jobseeker's Allowance (Income Based)) to pursue a claim for child support through the Agency. After this date, it is expected that some parents with care will opt to end their child support claim with CSA.

Further Information.

For further details, visit:

<http://www.childmaintenance.org/en/publications/statistics.html>