



# **Child Support Agency National Statistics**

**September 2009**

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## **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**

On 5<sup>th</sup> June, the Child Maintenance and Enforcement Commission launched an external consultation on proposals for revising the Quarterly Summary of Statistics (QSS) relating to the CSA, part of the Child Maintenance and Enforcement Commission. The closing date for responses was 28<sup>th</sup> August 2009. The consultation document can be viewed at

<http://www.childmaintenance.org/en/pdf/Consultationresponse.pdf>.

This quarter's QSS is in the revised format and takes account of consultation outcomes.

### **Forthcoming revisions**

These revisions will take effect from the next publication of the QSS which will be released on 27<sup>th</sup> January 2010. These represent relatively small changes to historical numbers to improve the coverage and accuracy of the tables concerned.

### **Live load**

Due to a change in business processes following a change in legislation in October 2008, it has been identified that methodology changes are required around the identification of cases which have been cancelled and withdrawn from the CS2 system and are therefore no longer classed as 'Live' cases, and the identification of cases which have been converted from old rules to new rules. Some cases are currently being included as 'Live' when they are actually cancelled and withdrawn. The methodology changes will alter this and lead to these cases being correctly classified. This impacts around 6,000 cases and affects all tables. These changes will be delivered in the December 2009 publication and will affect numbers for December 2009 and future publications. Due to the small nature of the change and the cost of implementing a back series revision, most historical data will not be revised. However, historical numbers for Intake, clearances and closures will be revised to a small degree.

### **Time to clear**

Time to clear applications currently includes applications that have been cleared while administered on the CS2 computer system and on the Agency's Clerical Case Database. From December 2009 this will also include

applications that have been cleared by way of a manual payment being set up. This will make a small change (less than one percentage point) to the time to clear table/ chart across all quarters.

### **Annual Maintenance Outcomes/Children Benefiting**

The QSS consultation response document stated that the annual maintenance outcomes and children benefiting measures would exclude clerical case performance. This was because it was thought that the inclusion of clerical case performance was not technically possible. Since, then a viable methodology has been developed, but not in time for this publication. Hence, we have decided to delay the table and publish in the December 2009 publication. This will allow time to quality assure the methodology and figures.

### **New tables**

Following the publication of the consultation feedback, a request was made for a table showing a distribution of debt breakdown. We will publish this in the December 2009 publication.

### **Other changes**

Planned delivery of a new Legal Enforcement computer system is due at the end of November 2009. This may result in minor changes to the Legal Enforcement management information currently presented. Should such changes occur, they will be explained in detail in the next publication.

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## Overview

This National Statistics publication is released on the 28 October 2009 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 small number of cases covering both schemes are also being administered clerically.

The data covers the period both before and after the Commission assumed responsibility for the CSA on 1<sup>st</sup> 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 September 2009

- The Agency was dealing with **1,219,100** cases of which **680,400** cases were operating under Current Scheme rules and **538,700** cases under Old Scheme rules.
- **608,900** cases were paying maintenance out of **833,900** cases with a child maintenance liability. This represents a maintenance outcome rate of **73.0%**. This is an increase from 72.3% in June 2009.
- **797,300** children were benefiting from maintenance. This is up from 793,900 in June 2009.
- The CSA has collected or arranged **£283.8m** in the quarter to September 2009. This is up from £281.0m collected and arranged in the previous quarter.
- **£1,131m** maintenance was collected or arranged in the 12 months to September 2009 of which **£152m** was arrears. This is a fall from £1,136m in June 2009 of which £157m was arrears.
- **84%** of cases received in June 2009 were cleared within 12 weeks.
- **39,300** Current Scheme applications remain uncleared along with **3,500** 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 **£3.796bn**.
- The Commission/Agency employed **8,700** full time equivalent staff. Net administration costs in 2008/09 were **£601.4m**.
- **11.1** days were lost due to sickness per each full time equivalent in the 12 months to October 2008.
- **6,100** complaints were received in the quarter to September 2009 while **6,300** complaints were closed. This leaves **3,200** complaints unresolved. This compares with 6,600 complaints received in the previous quarter, 6,600 closed and 3,800 unresolved.
- Of the complaints received this quarter **50%** were received from a non resident parent and **48%** from a parent with care.

- In the year to date, **98%** of complaints were either resolved or had a resolution plan in place within 15 days.
- **540** Appeals were received in month and **590** appeals were withdrawn, had a decision revised or referred to The Appeals Service, leaving **1,200** appeals outstanding.
- In the 12 months to September 2009, it took on average, **9** weeks to clear appeals through the first stage of the appeals process and **6** days for the Agency to revise maintenance calculations following a decision from The Appeals Service.
- **200** appeals that went to The Appeals Service were disputed.
- **2,437,000** telephone calls were received in the year to September 2009, with the calls answered from the queue in an average of **8** seconds.
- At the end of September 2009 rolling 12 month performance on accuracy to within £1 or 2% of the correct calculation stood at **89.5%**.
- In the last 12 months **82%** of maintenance decisions under the current scheme and **91%** of cases under the old scheme were accurate to the nearest penny.

## Summary of Key Measures

The table below accurately reflects the performance of clerical cases and non-clerical cases. Clerical cases 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	Sept 2009
<b>Uncleared current scheme applications</b>	153,600	107,400	49,400	39,300
<b>Maintenance Outcomes</b> <sup>3</sup> % of cases with a current liability receiving maintenance in the Quarter	65%	67%	71%	73%
<b>Positive Outcomes</b> <sup>3</sup> Cases with a positive maintenance outcome	504,400	561,400	593,500	608,900
<b>Positive Liabilities</b> <sup>3</sup> Cases in which maintenance due	778,200	840,100	841,000	833,900
<b>Number of children benefiting Quarter ending 31 March</b> <sup>(1,3)</sup>	683,300	749,300	780,500	797,300
<b>Maintenance collected or arranged</b> (12 month rolling figure)	£898m (of which £91m arrears)	£1,010m (of which £126m arrears)	£1,132m (of which £158m arrears)	£1,131m (of which £152m arrears)
<b>Throughput</b>				
12 weeks (Dec intake)	61%	77%	81%	(Jun intake) 84%
18 weeks (Oct intake)	64%	83%	81%	(Apr intake) 90%
26 weeks (Sep intake)	79%	89%	90%	(Mar intake) 92%

### Notes:

1. This measure is against the statutory maintenance service only.
2. High level figures including clerical performance are only available from October 2006. Detailed breakdowns of clerical performance 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 issues. Future revisions will reflect any new information which is received after the production of this table.
5. As announced in the June 2009 publication, March 2009 maintenance outcomes, positive outcomes, positive liabilities and number of children benefiting figures have been revised due to an improvement in clerical integration methodology.

## Caseload

- The number of live and assessed cases that the Agency handles has decreased from 1,234,400 in the quarter ending June 2009, to **1,219,100** in the quarter ending September 2009. Over the same period, old scheme cases have decreased from 560,400 to **538,700** and current scheme cases have increased from 674,000 to **680,400**.

### Quarterly Caseload by Scheme: Live and Assessed Cases - March 03 to September 09

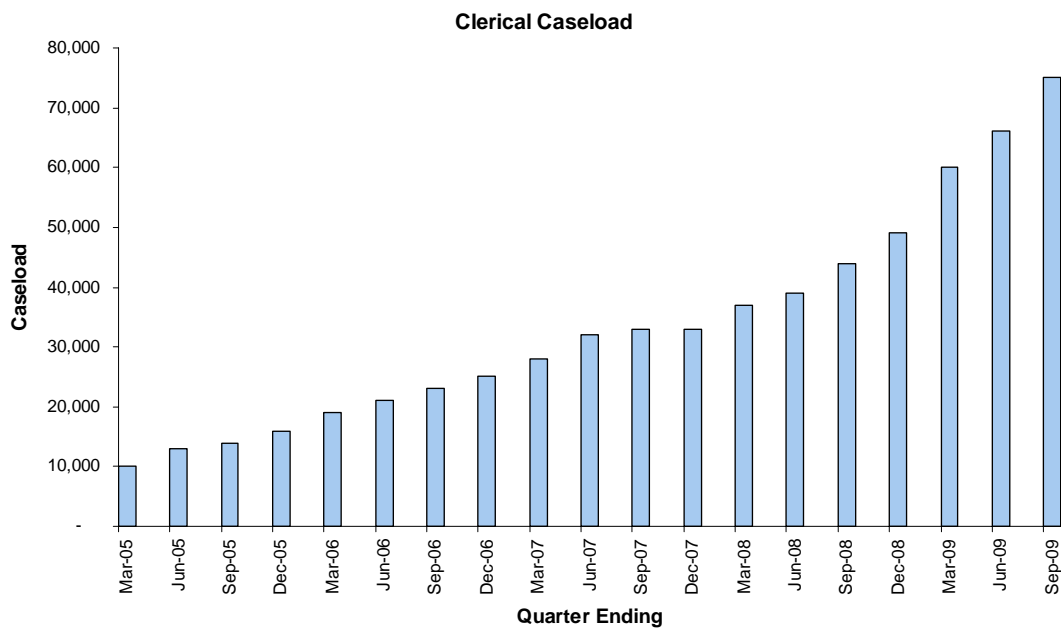
Quarter ending:	Overall Agency	Current Scheme	Old Scheme
Mar-03	995,100	100	995,000
Jun-03	992,400	7,100	985,400
Sep-03	999,700	34,100	965,600
Dec-03	1,000,700	65,200	935,400
Mar-04	1,007,600	97,400	910,200
Jun-04	1,016,900	123,500	893,500
Sep-04	1,027,200	146,600	880,600
Dec-04	1,037,900	169,600	868,300
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

Notes:

- Figures from April 2008 accurately reflect the performance of clerical cases.
- 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.

## Clerical Cases

A number of Agency cases are being maintained on a Clerical Case Database. Clerical 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 clerical status. These tables have been footnoted accordingly.



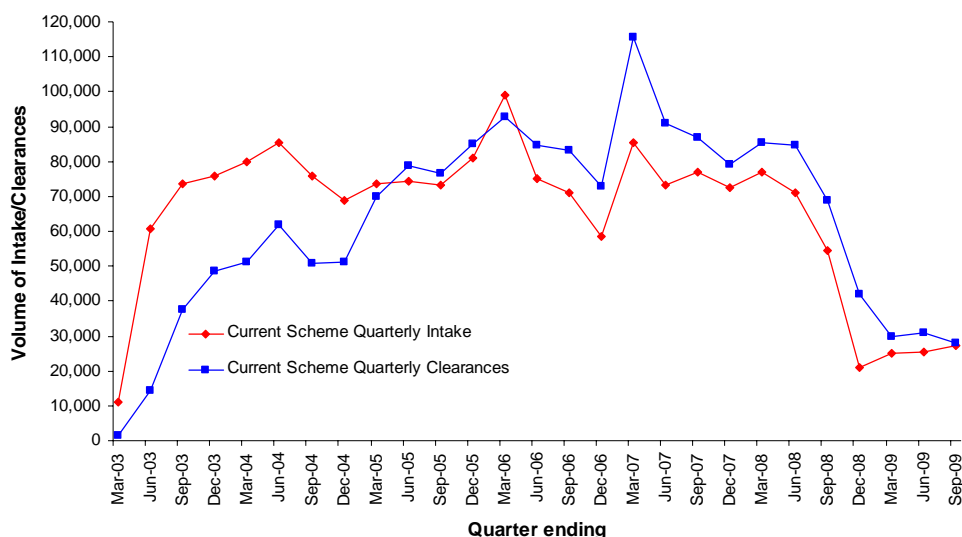
**Notes:**

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

## Intake, Clearances and Uncleared work

- New applications to the Agency increased to **27,400** in the quarter to September 2009. This is up from 25,300 in the quarter to June 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 **28,000** Current Scheme clearances in the quarter ending September 2009 with the total number of uncleared applications across all schemes reducing to **42,800**. This compares to 31,100 clearances in the quarter to June 2009 at which time uncleared applications stood at 44,600.

Current Scheme Intake/Clearances - March 2003 to September 2009



### 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 issues. Future revisions will reflect any new information which is received after the production of this table.

## Intake/Clearances and Uncleared work

Quarter ending:	Current Scheme		Uncleared Current Scheme Applications	Uncleared Old Scheme Applications
	Quarterly Intake	Quarterly Clearances		
<b>Mar-03</b>	11,100	1,400	17,600	242,400
<b>Jun-03</b>	60,600	14,200	63,900	216,300
<b>Sep-03</b>	73,600	37,400	100,100	195,200
<b>Dec-03</b>	75,900	48,700	127,300	163,500
<b>Mar-04</b>	79,700	51,200	155,800	143,000
<b>Jun-04</b>	85,300	62,000	179,100	120,700
<b>Sep-04</b>	75,800	50,700	204,300	105,900
<b>Dec-04</b>	68,800	51,000	222,100	99,300
<b>Mar-05</b>	73,600	69,900	225,800	88,100
<b>Jun-05</b>	74,400	78,600	221,600	77,800
<b>Sep-05</b>	73,400	76,500	218,500	70,300
<b>Dec-05</b>	80,900	85,000	214,300	64,500
<b>Mar-06</b>	99,200	92,700	220,900	61,500
<b>Jun-06</b>	75,000	84,800	211,100	59,600
<b>Sep-06</b>	71,100	83,300	199,000	52,800
<b>Dec-06</b>	58,500	73,000	183,100	49,600
<b>Mar-07</b>	85,500	115,500	153,600	39,400
<b>Jun-07</b>	73,300	91,100	135,900	33,400
<b>Sep-07</b>	76,800	86,800	125,600	28,100
<b>Dec-07</b>	72,400	79,100	117,200	25,200
<b>Mar-08</b>	76,900	85,500	107,400	22,900
<b>Jun-08</b>	71,200	84,700	92,300	20,500
<b>Sep-08</b>	54,500	68,900	76,900	17,600
<b>Dec-08</b>	20,900	42,000	56,000	14,500
<b>Mar-09</b>	25,000	29,900	49,400	6,800
<b>Jun-09</b>	25,300	31,100	40,800	3,800
<b>Sep-09</b>	27,400	28,000	39,300	3,500

### Notes:

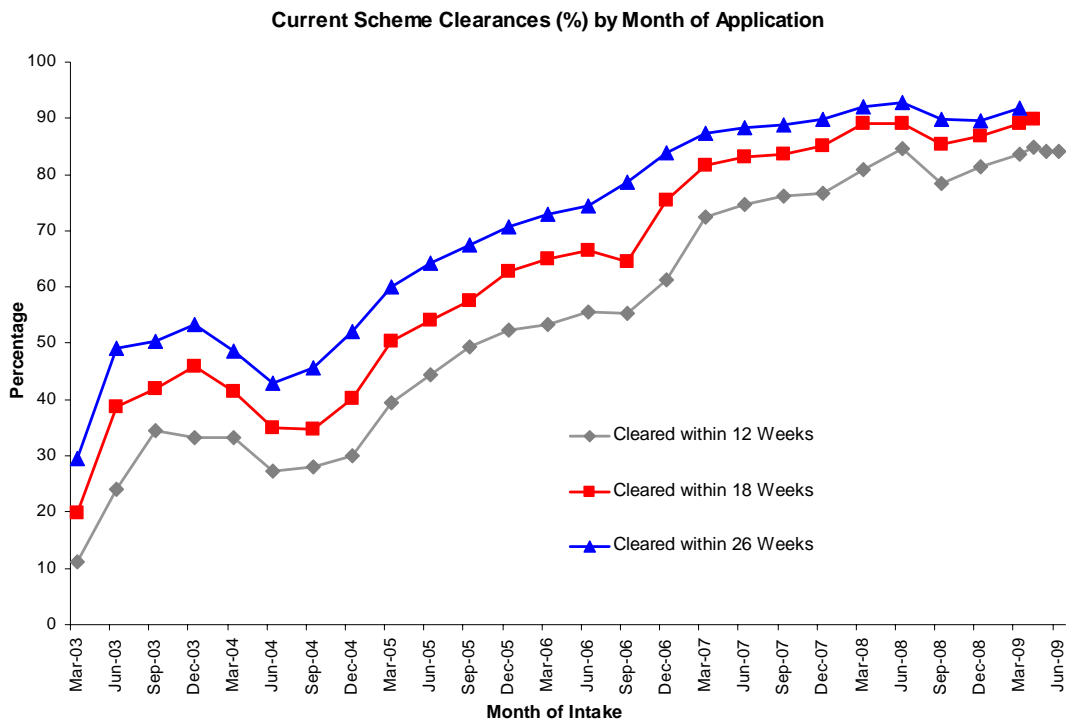
1. Intake and clearances figures exclude clerical case performance as do uncleared old scheme application figures.
2. Uncleared current scheme application figures include clerical case performance from October 2006.
3. Old scheme uncleared applications relate to cases that have not been assessed.
4. These figures are subject to revision in future issues. 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

- The number of Current Scheme case closures fell by 8% from 22,800 in the quarter to June 2009 to **21,000** in the quarter to September 2009. The drop in intake is reflected in the reduced level of closures following a change in legislation in October 2008 which removed the compulsion for parents with care on income related benefits to pursue a claim through the Agency.
- In the quarter to September 2009, **7,200** applications were not pursued by the applicant and in **5,500** 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

- **84%** of intake received in June 2009 was **cleared within 12 weeks**. This remains at the same level as 3 months earlier.
- **90%** of intake received in April 2009 was **cleared within 18 weeks**. This is an increase from 88% 3 months earlier.
- **92%** of intake received in March 2009 was **cleared within 26 weeks**. This is an increase from 90% 3 months earlier.



## Time to clear applications

Month of Intake	Intake	Within 12 weeks	%	Within 18 weeks	%	Within 26 weeks	%	Total cleared	%	Not cleared	%
Mar-03	17,400	1,900	11	3,500	20	5,100	29	17,000*	98*	300	2
Jun-03	21,200	5,100	24	8,200	39	10,400	49	20,900*	98*	400	2
Sep-03	23,700	8,200	34	9,900	42	11,900	50	23,000*	97*	600	3
Dec-03	17,500	5,800	33	8,000	46	9,300	53	17,100*	98*	400	2
Mar-04	28,500	9,500	33	11,800	41	13,900	49	28,100*	98*	500	2
Jun-04	25,400	6,900	27	8,900	35	10,900	43	25,100*	99*	300	1
Sep-04	23,000	6,400	28	8,000	35	10,500	46	22,700*	99*	300	1
Dec-04	17,700	5,300	30	7,100	40	9,200	52	17,500*	99*	200	1
Mar-05	23,000	9,100	40	11,600	50	13,800	60	22,800*	99*	200	1
Jun-05	22,500	10,000	44	12,200	54	14,500	64	22,300*	99*	200	1
Sep-05	23,200	11,500	49	13,300	57	15,700	67	23,000*	99*	200	1
Dec-05	21,300	11,100	52	13,400	63	15,000	71	21,100*	99*	200	1
Mar-06	30,900	16,500	53	20,100	65	22,600	73	30,600*	99*	300	1
Jun-06	23,500	13,100	56	15,600	67	17,500	74	23,200*	99*	300	1
Sep-06	20,700	11,400	55	13,400	65	16,300	79	20,400*	99*	300	1
Dec-06	15,100	9,300	61	11,400	75	12,700	84	14,900*	99*	200	1
Mar-07	26,200	19,000	73	21,400	82	22,900	87	25,900*	99*	300	1
Jun-07	25,000	18,700	75	20,800	83	22,100	88	24,700*	99*	300	1
Sep-07	24,200	18,400	76	20,200	84	21,500	89	23,800*	98*	400	2
Dec-07	17,200	13,200	77	14,700	85	15,500	90	17,000*	99*	200	1
Mar-08	20,700	16,700	81	18,400	89	19,000	92	20,400*	98*	300	2
Jun-08	23,200	19,600	85	20,600	89	21,500	93	22,700*	98*	500	2
Sep-08	12,100	9,500	78	10,400	85	10,900	90	11,700*	96*	500	4
Dec-08	5,200	4,200	81	4,500	87	4,700	90	4,900*	93*	400	7
Mar-09	7,800	6,600	84	7,000	89	7,200	92	7,200*	92*	600	8
Jun-09	8,500	7,200	84	7,500*	88*	7,500*	88*	7,500*	88*	1,000	12
Sep-09	8,800	1,400*	16*	1,400*	16*	1,400*	16*	1,400*	16*	7,400	84

### 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 issues. 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

- The overall live and assessed caseload continues to fall and now stands at **1,219,100**.
- The average weekly maintenance liability (including nil liability) stands at £21, excluding nil liability the average is £34.
- A breakdown by scheme is included in Annex A.

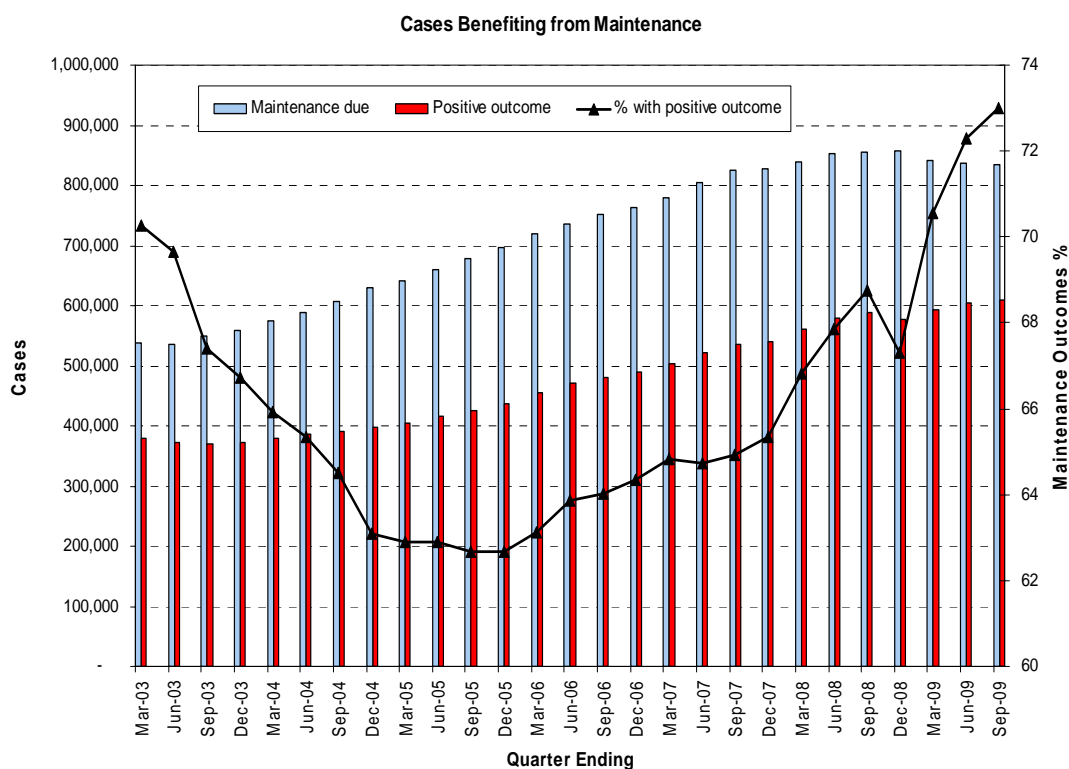
Quarter ending:	Overall	Nil Liability	Assessed not Charging	Nil Compliant	Compliant	Maintenance Direct	Others with Receipts
Mar-03	995,100	456,700	52,700	107,300	284,900	91,500	1,900
Jun-03	992,400	457,600	58,800	103,500	276,800	90,600	5,100
Sep-03	999,700	450,500	71,900	107,200	273,100	89,100	7,800
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	385,200	72,400	152,600	412,700	167,600	28,600

### Notes:

1. Figures from April 2008 accurately reflect the performance of clerical cases 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.

## Cases/Children Benefiting from Maintenance

- The percentage of cases where the non resident parent is paying child maintenance has risen to **73%** in September 2009, compared to 72% in June 2009.
- The number of cases with a positive liability has decreased from 835,900 in June 2009 to **833,900** in September 2009. The number with a positive outcome has risen from 604,200 to **608,900** over the same period.
- The number of children benefiting on these positive outcome cases has risen from 793,900 in June 2009 to **797,300** in September 2009.
- A breakdown by scheme is included in Annex A.
- A change in legislation has removed the compulsion for parents with care on income related benefits to pursue a claim for child support through the Agency. This reduced intake will reduce the flow of cases on which children could potentially benefit from maintenance.



## 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	833,900	608,900	73	797,300

### Notes:

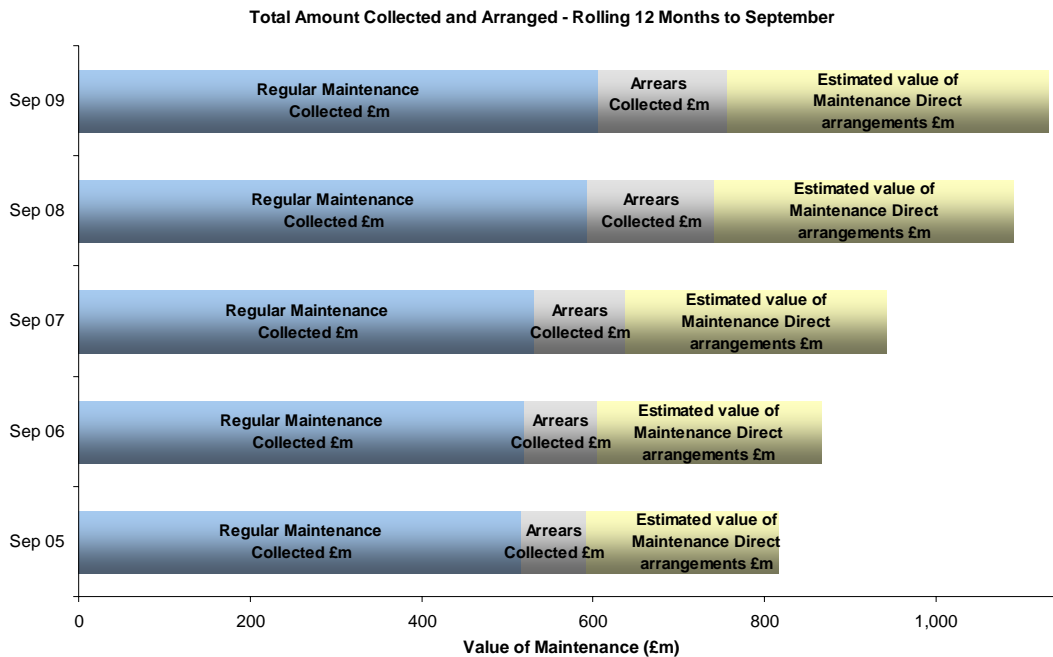
1. Figures from October 2006 accurately reflect the performance of clerical cases and cases where a payment has been made manually as well as cases on the CS2 and CSCS computer systems.
2. Case are counted as having a positive maintenance outcome if they have received a payment via the collection service 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. 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 clerically.

## Maintenance collected and arranged

- Maintenance Collected or Arranged on a rolling 12 month basis fell to **£1,131.1m**. Arrears collected on a rolling 12 month basis fell to **£151.9m**. This is compared to a June 2009 figure of £1,136.1m, of which £157.3m was arrears.
- In the quarter to September 2009, **£283.8m** was collected or arranged, of which **£36.3m** was arrears. This is an increase from £281.0m collected or arranged in the quarter to June 2009, of which £38.0m was arrears.

Headline collection figures are:

- **2008/09:** **£1,131.7m** of which **£158.1m** was arrears
- **Rolling 12 months:** **£1,131.1m** of which **£151.9m** was arrears
- **Rolling Quarter:** **£283.8m** of which **£36.3m** was arrears



## Maintenance collected and arranged: Quarterly Measure

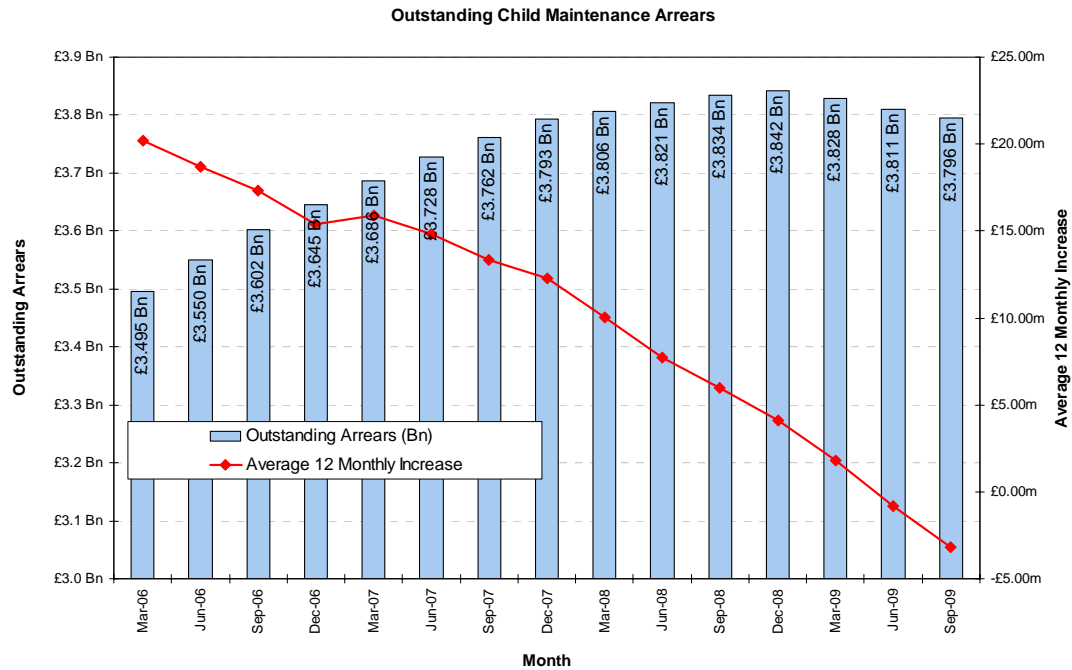
Quarter Ending	Maintenance Collected £m	Of which, arrears collected £m	Estimated value of Maintenance Direct arrangements in place £m	Total amount collected / arranged £m
Jun-03	146.2	15.6	55.8	202.0
Sep-03	145.3	16.0	54.5	199.8
Dec-03	142.0	15.8	53.7	195.7
<b>Mar-04</b>	<b>146.7</b>	<b>16.4</b>	<b>52.8</b>	<b>199.5</b>
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
<b>Mar-05</b>	<b>152.8</b>	<b>17.5</b>	<b>54.9</b>	<b>207.7</b>
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
<b>Mar-06</b>	<b>150.3</b>	<b>20.6</b>	<b>63.8</b>	<b>214.1</b>
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
<b>Mar-07</b>	<b>159.0</b>	<b>25.1</b>	<b>73.8</b>	<b>232.8</b>
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
<b>Mar-08</b>	<b>182.2</b>	<b>35.8</b>	<b>85.4</b>	<b>267.7</b>
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
<b>Mar-09</b>	<b>191.5</b>	<b>38.3</b>	<b>92.8</b>	<b>284.3</b>
Jun-09	186.6	38.0	94.3	281.0
Sep-09	189.3	36.3	94.5	283.8

### Notes:

1. The amount of maintenance collected is that collected via the CSA Collection Service and this includes both clerical 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 clerically from April 2008.

## Outstanding Maintenance Arrears.

- Outstanding child maintenance arrears has decreased from £3,811 million in June 2009 to **£3,796 million** in September 2009.<sup>2</sup>



### Notes:

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

# Enforcement

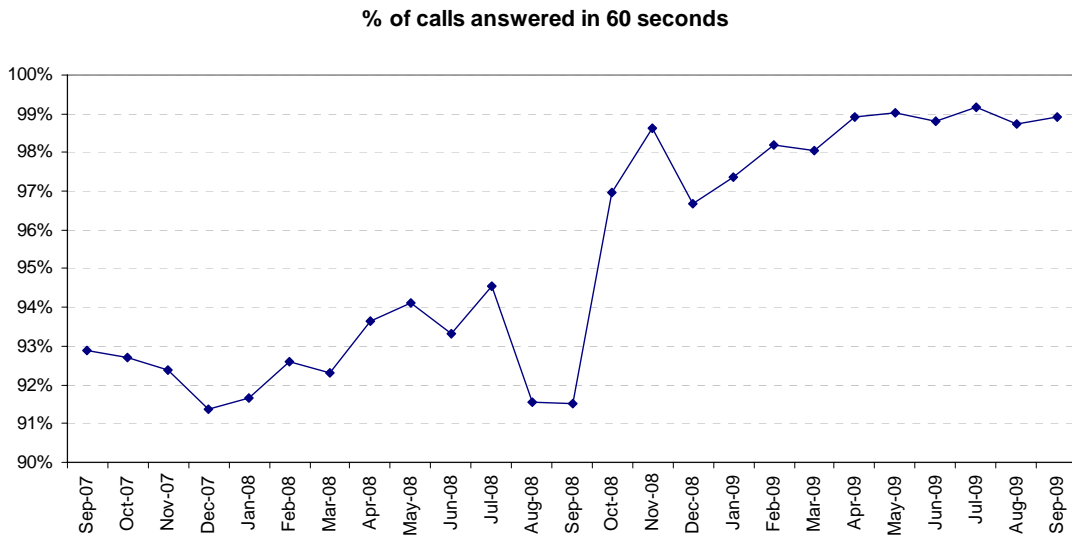
	Financial year					Previous year	Year to date
	Apr 2004 - Mar 2005	Apr 2005 - Mar 2006	Apr 2006 - Mar 2007	Apr 2007 - Mar 2008	Apr 2008 - Mar 2009	Aug 2007 - Jul 2008	Aug 2008 - Jul 2009
<b>Total processes undertaken</b>	<b>17,025</b>	<b>103,200</b>	<b>100,150</b>	<b>114,275</b>	<b>118,650</b>	<b>120,560</b>	<b>116,000</b>
<b>England &amp; Wales</b>							
Liability orders granted	7,300	10,465	12,635	16,580	22,610	19,420	23,760
Distress actions	4,765	9,225	13,625	14,765	18,380	16,370	17,950
Judgement orders	1,315	2,330	1,920	1,390	435	995	210
3rd Party Debt orders	1,235	1,710	2,090	1,790	2,395	1,895	2,370
Charging orders	845	1,335	1,850	1,735	2,480	2,055	2,755
<b>Scotland</b>							
Liability orders granted	460	780	875	1,175	2,065	2,045	2,025
Attachments	120	125	275	235	270	260	260
Arrestments	475	450	610	485	890	595	865
Bills of Inhibition	250	575	860	1,045	1,745	1,440	1,570
<b>England &amp; Wales and Scotland</b>							
New Deduction from Earnings Orders/Requests	..	75,760	64,915 <sup>(9)</sup>	74,550	66,705	75,030	63,405
Stock of DEO/R's charging at end of period	127,200	138,300	143,800	153,900	148,400	156,200	145,900
DEO/R compliance at end of period (%)	78	78	77	76	78	77	80
Suspended committal sentences	225	390	420	480	580	400	725
Committal Sentences	5	15	40	25	45	35	40
Suspended driving licence disqualification sentences	25	35	30	15	45	15	60
Driving licence disqualification sentences	5	5	5	5	5	5	5
Prosecutions for non-disclosure of information	..	..	..	..	1,390	..	1,585
<b>Legal Enforcement Collections (£m)</b>	<b>6.617</b>	<b>13.184</b>	<b>17.499</b>	<b>25.037</b>	<b>39.603</b>	<b>31.329</b>	<b>40.094</b>

## 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 October 2009

## Telephony Performance

- The in month % of calls answered within 60 seconds was **98.9%** for September 2009. This is up from 98.8% in June 2009.
- The year to date performance for September 2009 has remained at the same level as at June 2009, at **98.9%**.
- 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

Month	Total Clearances	Closed	Nil Liability	Maintenance Direct	Payment(s) Made	No Payment Made
Jun-03	14,200	11,200	700	700	1,700	100
Sep-03	37,400	21,500	3,400	1,600	10,200	800
Dec-03	48,700	27,600	4,200	1,900	13,800	1,200
Mar-04	51,200	28,400	4,600	2,100	15,000	1,100
Jun-04	62,000	42,000	4,000	2,100	13,200	800
Sep-04	50,700	30,100	3,800	2,400	13,700	700
Dec-04	51,000	28,200	3,900	3,500	14,900	500
Mar-05	69,900	44,100	5,300	4,500	15,300	700
Jun-05	78,600	52,000	5,500	4,900	15,600	600
Sep-05	76,500	48,500	5,600	5,500	16,100	700
Dec-05	85,000	54,200	6,400	6,300	17,300	800
Mar-06	92,700	57,200	8,200	6,800	19,700	900
Jun-06	84,800	50,900	6,600	7,500	18,800	900
Sep-06	83,300	53,700	5,800	6,900	16,100	800
Dec-06	73,000	45,400	5,600	5,600	15,400	900
Mar-07	115,500	76,200	8,900	8,100	21,000	1,300
Jun-07	91,100	53,400	8,100	8,300	19,800	1,500
Sep-07	86,800	52,500	7,000	7,600	17,900	1,800
Dec-07	79,100	47,400	6,300	6,800	17,000	1,500
Mar-08	85,500	52,600	6,700	6,700	18,100	1,400
Jun-08	84,700	53,200	6,000	6,500	17,400	1,700
Sep-08	68,900	49,300	3,100	3,500	11,700	1,200
Dec-08	42,000	24,900	3,400	2,600	10,100	1,100
Mar-09	29,900	11,800	3,100	2,600	10,900	1,600
Jun-09	31,100	14,300	2,300	2,400	10,400	1,800
Sep-09	28,000	10,200	2,100	2,200	7,200	6,400

#### 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 11 due to rounding.
6. These figures are subject to revision in future issues. Future revisions will reflect any new information which is received after the production of this table.

## Current Scheme Live and Assessed Caseload Status

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

### Notes:

1. Figures from April 2008 accurately reflect the performance of clerical cases 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.

## Old Scheme Live and Assessed Caseload Status

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	285,200	21,600	44,500	126,200	51,300	9,900

### Notes:

1. Figures from April 2008 accurately reflect the performance of clerical cases 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.

## **Current Scheme Cases/Children benefiting from Maintenance**

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

**Notes:**

1. Figures from April 2008 accurately reflect the performance of clerical cases 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 clerical performance 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. Case 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.

## Old Scheme 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	538,300	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	253,500	187,400	74	224,400

### Notes:

1. Figures from April 2008 accurately reflect the performance of clerical cases 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 clerical performance 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. Case 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.

## Reasons for Case Closure Following Calculation

Quarter Ending	Total Closures	Application not pursued by Applicant	Application Not Eligible / No Longer Valid	Application Superseded	Reconciliation	Other
Jun-03	-	-	-	-	-	-
Sep-03	400	300	-	-	100	-
Dec-03	1,000	700	100	-	200	-
Mar-04	1,600	1,000	200	-	300	-
Jun-04	1,500	900	200	-	300	-
Sep-04	1,600	900	300	-	300	100
Dec-04	1,600	900	300	100	300	-
Mar-05	1,700	800	400	100	300	100
Jun-05	1,800	800	400	100	400	100
Sep-05	2,000	800	500	100	400	100
Dec-05	2,400	900	700	100	500	200
Mar-06	2,800	900	900	200	600	200
Jun-06	2,700	800	800	100	700	300
Sep-06	3,200	1,000	1,000	200	700	300
Dec-06	3,300	1,100	1,200	200	700	200
Mar-07	4,000	1,200	1,400	300	800	300
Jun-07	4,300	1,300	1,500	400	800	300
Sep-07	4,500	1,300	1,700	500	800	300
Dec-07	4,500	1,300	1,800	400	800	200
Mar-08	5,200	1,500	2,000	500	900	300
Jun-08	5,300	1,500	2,100	500	900	400
Sep-08	5,500	1,300	2,400	500	800	500
Dec-08	8,300	3,400	3,200	300	900	500
Mar-09	9,700	4,400	3,200	300	1,300	500
Jun-09	8,900	4,100	2,800	200	1,200	600
Sep-09	11,100	4,100	5,300	100	1,200	400

### 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 clerically.
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 issues. 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>