



# **Child Support Agency Quarterly Summary of Statistics for Great Britain**

## **June 2015**

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## Introduction

The Department for Work and Pensions (DWP) is responsible for the child maintenance system in Great Britain. It funds information and support for separating parents and runs the three statutory child maintenance schemes, which calculate how much maintenance should be paid and assist with collection arrangements.

Child Support Agency	1993 Scheme	The first of the statutory schemes was introduced in 1993 and is operated by the Child Support Agency (CSA).	
	2003 Scheme	The 1993 Scheme was replaced in 2003 by a new scheme which is also operated by the CSA, to simplify and improve the process.	It was originally planned that all cases would transfer from the 1993 to the 2003 Schemes although due to technical issues a number remain handled under 1993 Scheme rules
Child Maintenance Service	2012 Scheme	The 2012 child maintenance scheme was introduced on 10 December 2012 using a pathfinder approach. On 10 December the scheme was opened to new applicants with at least four qualifying children with the same two parents named in the application. On 29 July 2013 the 2012 scheme opened to new applicants with at least two qualifying children with the same two parents named in the application. On 25 November 2013, the scheme opened up to all new applicants.	The 1993 and 2003 statutory schemes continue to be delivered by the CSA.
			From the 30th June the process to close 1993 and 2003 scheme cases began. This process is expected to take around three years.

This publication contains the most up-to-date tables and breakdowns on the **1993 and 2003 schemes operated through the Child Support Agency (CSA) only**. The publication does not cover statistics on the 2012 Scheme operated by the Child Maintenance Service which are [published separately](#), in line with our [strategy for publication](#) of 2012 Scheme information because of the differing intents of the two services.

The aim of the publication is to give an overview of the child maintenance activity operated by the Child Support Agency.

### Uses and Users

The Child Support Agency Quarterly Summary of Statistics is used by a wide range of stakeholders both internally and externally, for example by charitable organisations, to:

- Review and monitor performance against key areas including the number of children benefiting from maintenance, total value of money collected and arranged and the number of cases contributing towards liability
- Understand the split of cases and performance across the 1993 and 2003 statutory child maintenance schemes
- Provide a full view of child maintenance activity from application to enforcement for cases administered by the Child Support Agency.

Click for further information [Uses and users of the Child Support Agency Quarterly Summary of Statistics](#)

### **Other useful information**

- For a summarised version of the key statistics covered please read the [Child Support Agency Quarterly Summary Statistics first release](#).
- The [Regional Tables](#) have been published alongside this release to show a breakdown of key measures by Local Authority and Region.
- Previous versions of the Summary of Statistics can be found on the [DWP pages of the Gov.uk](#) website.
- [Experimental Statistics on the 2012 Scheme](#) covering the period of August 2013 – May 2015 were published 24 June 2015.

### **Help Us Improve Our Publication**

We are constantly aiming to improve this release and its associated commentary. We would welcome any feedback you might have.

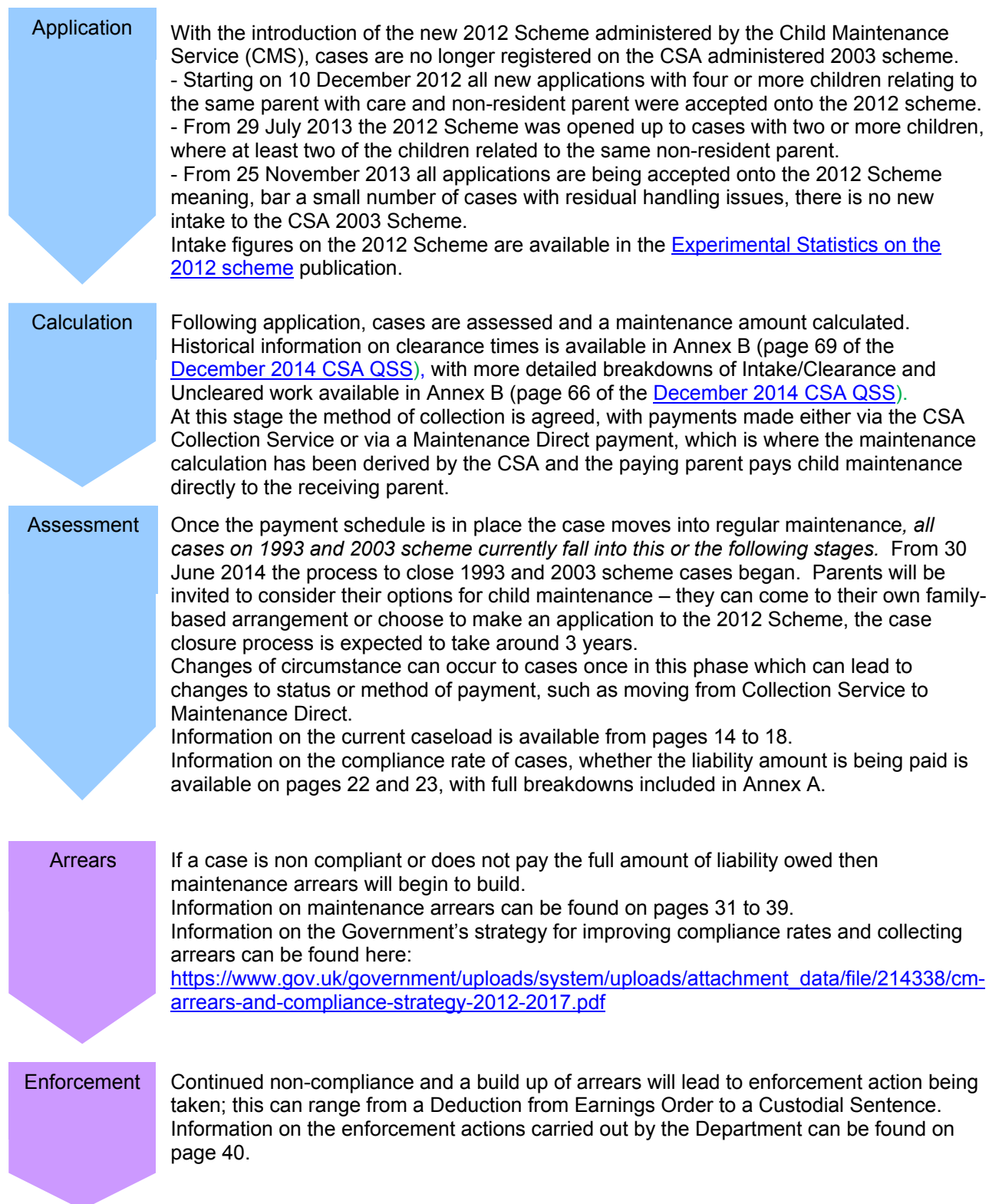
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## Overview

The diagram below provides an overview of the child maintenance system currently operated by the Child Support Agency.



The impact of the introduction of the 2012 Scheme is explained in the Executive Summary.

# Terminology

## **Total Caseload**

The total number of cases on the CSA 2003 and 1993 Schemes.

## **Live Caseload**

The total caseload minus cases with no current or ongoing liability, no arrears and no payments are being made.

## **Current Liability**

A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance).

## **No Current Liability**

A case is classed as having 'No Current Liability' if it is open and currently has a nil liability but has at least one child of qualifying age, and therefore could have a positive liability in the future.

## **No Ongoing Liability**

A case is classed as having 'No Ongoing Liability' if there is no longer a child maintenance interest on the case i.e. the case has been cancelled/withdrawn, or there are no longer any children of a qualifying age remaining on the case.

## **Paying Towards Liability**

A case is classed as paying towards their liability if a payment has been received in the previous quarter, or the case is classed as Maintenance Direct at the end of the quarter.

## **Paying Towards Arrears**

To be classed as paying towards arrears a case must have made payments in the previous quarter that were above the liability due in that quarter.

## **Collection Service**

A case is classed as 'Collection Service' when the maintenance calculation has been derived by the CSA (after assessment of the case) and the non-resident parent pays child maintenance to the CSA. The CSA then sends this money to the parent with care.

## **Maintenance Direct**

A case is classed as 'Maintenance Direct' when the maintenance calculation has been derived by the CSA (after assessment of the case) and the non-resident parent pays child maintenance directly to the parent with care. These cases are assumed to be fully meeting their current liability (since clients can come back to the CSA if there is a default on their payment or to request a revised calculation).

This option allows the non resident parent to make agreed child maintenance direct to parent with care instead of formal collection through the CSA. In the year to June 2015, around £405.9m (35.5%) of maintenance received was due to be paid this way.

A full list of definitions can be found in the [Child Support Agency \(CSA\) Quarterly Summary of Statistics \(QSS\) Metadata](#)



## Executive Summary

From 25 November 2013, all new applications for child maintenance are made to the 2012 Scheme (see Introduction for further details). Proactive [Case Closure](#) of 1993 and 2003 Scheme cases began on 30 June 2014, using a phased approach to select cases in segments for closure. Details of the segments can be found online in the [Child maintenance: Ending liability scheme](#) guidance. This is in line with the Government's aim to have all statutory scheme clients assessed under one scheme using, one IT system, by the end of December 2017. Consequently, the 1993 and 2003 Scheme caseloads will steadily reduce as no new intake is received and cases close.

The Case Closure process takes around six months from initial notifications to ending the ongoing liability for child maintenance. From March 2015 the impact of Case Closure on the overall caseload and the volumes of case closures is visible.

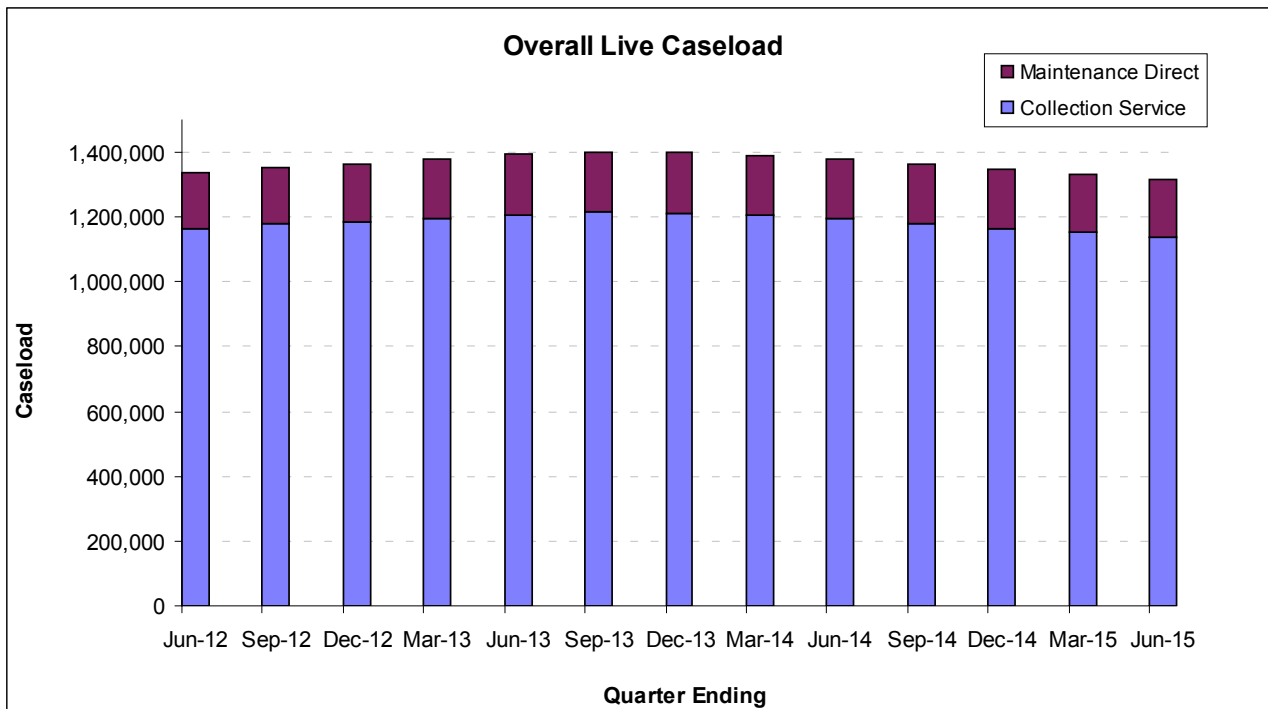
The Case Closure process began with nil assessed cases (segment 1) and these cases are now in the process of being closed. Segment 2 consists of nil compliant cases which have been notified their child maintenance arrangement will be ending, but have not yet had their child maintenance liabilities ended. Segments 3 and 4 consist of compliant cases (managed both clerically off system and on the 1993/2003 computer systems) and closure of these cases will run in parallel; these cases are currently being notified that their child maintenance arrangement will be ending.

The initial impacts of Case Closure can be seen in table 20 on page 50 where the total number of closures has increased by 128% in the quarter to June 2015, as cases start their case closure journey. The Case Closure process has added to the continued reductions in the caseload, volumes of children benefiting and amount of maintenance collected and arranged. These measures have followed a downward trend since all applications are processed on the 2012 Scheme.

As the process of Case Closure is carried out, we expect some tables will become less meaningful due to the impact of different categories of cases being closed. As the phases of Case Closure are progressed, additional commentary will be included to outline where the categories of cases are affecting performance measures.

The volume of cases within the 1993/2003 Scheme live caseload continues on a downward trend, decreasing a further 17,700 in the quarter to June 2015. Despite the ongoing decrease in cases with a current liability, in collections and in children benefiting, which are in line with the reduction in caseload, the percentage of cases contributing towards their current liability has continued to improve and currently stands at 88.1%.

**Graph 1: Caseload**



Intake figures on the 2012 scheme are available in the [Experimental Statistics on the 2012 scheme](#) publication, covering the period between August 2013 and May 2015.

### Service Levels

As cases are closed on the 1993/2003 Schemes, the reduction in the number of complaints and telephone calls continues.

Complaints received as a percentage of the live caseload was 0.1% in the quarter to June 2015. **99.6%** of complaints received in the quarter to June 2015 were resolved or had a resolution plan in place within 15 days, which is slightly lower than the position in June 2014.

When compared to a year earlier, there has been a reduction in the number of telephone calls received in the 3 months to June 2015 but an increase in the average time taken to answer calls. The number of telephone calls received in this period has reduced by approximately 47%, while the average time taken to answer calls has increased by 46 seconds. In response to customer feedback we introduced a new telephony routing plan in May 2015. The new plan has allowed us to route more customers to caseworkers with the appropriate knowledge and skills to deal with their enquiry or progress their case. This change has improved the in-month time taken to answer calls.

The rolling 12 month accuracy measures have decreased slightly in the quarter to June 2015. The department continues to monitor and take ongoing performance improvement action to improve accuracy levels. The percentage of new assessments that were accurate to within £1 or 2% of the maintenance calculation dropped to 93.0%<sup>1</sup>, a reduction of 1.1 percentage points when compared June 2014.

When compared to a year earlier, the cash value accuracy measure has decreased by 0.9 percentage points, dropping to 97.6%. The cash value accuracy is calculated on the total cash value of errors against the total cash value of correct calculations; expressed as a

percentage. This measure considers whether the maintenance calculation is correct to the nearest penny and the effective date has been applied from the correct date.

On average, it took **6.5** weeks to clear appeals through the first stage of the appeals process and **3.8** days to revise maintenance calculations following a decision from The Tribunal Service. This is an improvement on the performance of previous<sup>2</sup> years.

In the quarter to June 2015, 7,800 full time equivalent staff were employed to support the Child Maintenance system, across the Child Support Agency and the Child Maintenance Service.

Notes:

- 1) Accuracy figures are derived by checking a sample of cases on which new assessments have been carried out to ensure that the calculation was correct.
- 2) Performance times are an improvement since 2008/09. The number of days to revise maintenance calculations following a decision from the tribunal service was quickest in 2007/08.

## Summary of Key Measures

The table below reflects the performance of cases managed on the core systems and cases managed off system.

Key Measures						
	March 2012	March 2013	March 2014	March 2015	June 2015	15/16 Indicator
<b>% of cases making a contribution towards current liability in the quarter<sup>(1,2)</sup></b>	84.0%	83.7%	85.6%	87.9%	88.1%	<b>83.0%</b>
<b>Number of Cases Contributing towards Current Liability<sup>(1,2)</sup></b>	619,300	646,400	631,900	557,900	536,500	.
<b>Number of Cases with a Current Liability<sup>(1,2)</sup></b>	737,000	772,600	738,500	634,900	609,100	.
<b>Percentage of Cases paying Full Liability (90% or more)<sup>(1,3)</sup></b>	61.1%	59.4%	64.0%	68.4%	69.6%	<b>81.0%</b>
<b>Number of Children Benefiting at quarter end<sup>(1,2)</sup></b>	871,100	905,400	871,800	762,100	728,500	.
<b>Maintenance Collected and arranged<sup>(1,2,4)</sup> (12 month rolling figure)</b>	£1186.5m <sup>5</sup>	£1,229.9m	£1,270.5m	£1,177.2m	£1,145.0m	.
<b>Outstanding Arrears<sup>(1)</sup></b>	£3,812.9m	£3,806.1m	£3,849.0m	£3,850.3m	£3,845.4m	.

### Notes:

- 1) Measures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) Maintenance Direct is where, following a maintenance calculation by CSA, the non resident parent pays child maintenance directly to the parent with care. Cases which are recorded as Maintenance Direct, approximately 14% of the live caseload, are assumed to be fully meeting their current liability since clients can come back to the CSA if there is a default on their payment or to request a new calculation.
- 3) Following internal analysis of child maintenance systems and external consultation it was agreed to move to report cases paying full liability as those cases paying 90% of their liability, as it provides a more accurate and meaningful measure. Maintenance direct cases are not included in the full liability columns as it is assumed money is flowing between parents.
- 4) Development work has taken place to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. This accounts for approximately 0.2% of the total caseload, with the majority of measures remaining either unaffected or only marginally affected. These cases have been removed from the caseload figures from March 2012, which affects the 1993 Scheme caseload figures, mainly within the 'No liability/with arrears – not paying' caseload breakdown.
- 5) As new applications are no longer being received onto 1993/2003 schemes and the case closure process continues; the indicators for number of children benefiting and maintenance collected and arranged are becoming less meaningful. We do, however, continue to monitor these performance measures.

## Closures

*This shows the total number of 2003 Scheme cases that are closed or cancelled/withdrawn within the quarter. For example, family reconciliation or the child reaches an age where they no longer qualify for maintenance.*

Prior to March 2015, the number of 2003 Scheme case closures had remained moderately stable. There has been a significant increase in the number of closures in the quarter to June 2015, which is due to the case closure process.

Proactive [Case Closure](#) of 1993 and 2003 Scheme cases began on 30 June 2014, primarily notifying nil assessed cases that their child maintenance arrangement will be ending. The Case Closure process takes around six months from initial notifications to ending the ongoing liability for child maintenance. From March 2015 the impact of Case Closure on the overall caseload and the volumes of case closures is visible.

The number of applications not eligible or no longer valid and those not pursued by the applicant has remained fairly static in comparison.

- The number of 2003 Scheme closures increased from 27,800 in the quarter to March 2015 to **63,500** in the quarter to June 2015.
- Of 2003 scheme closures in the other category, **54,000** cases are closed on the system, as they have started their case closure journey.
- In the quarter to June 2015, **2,900** applications were not pursued by the applicant and in **5,100** 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, table 20 on page 50.

## Caseload

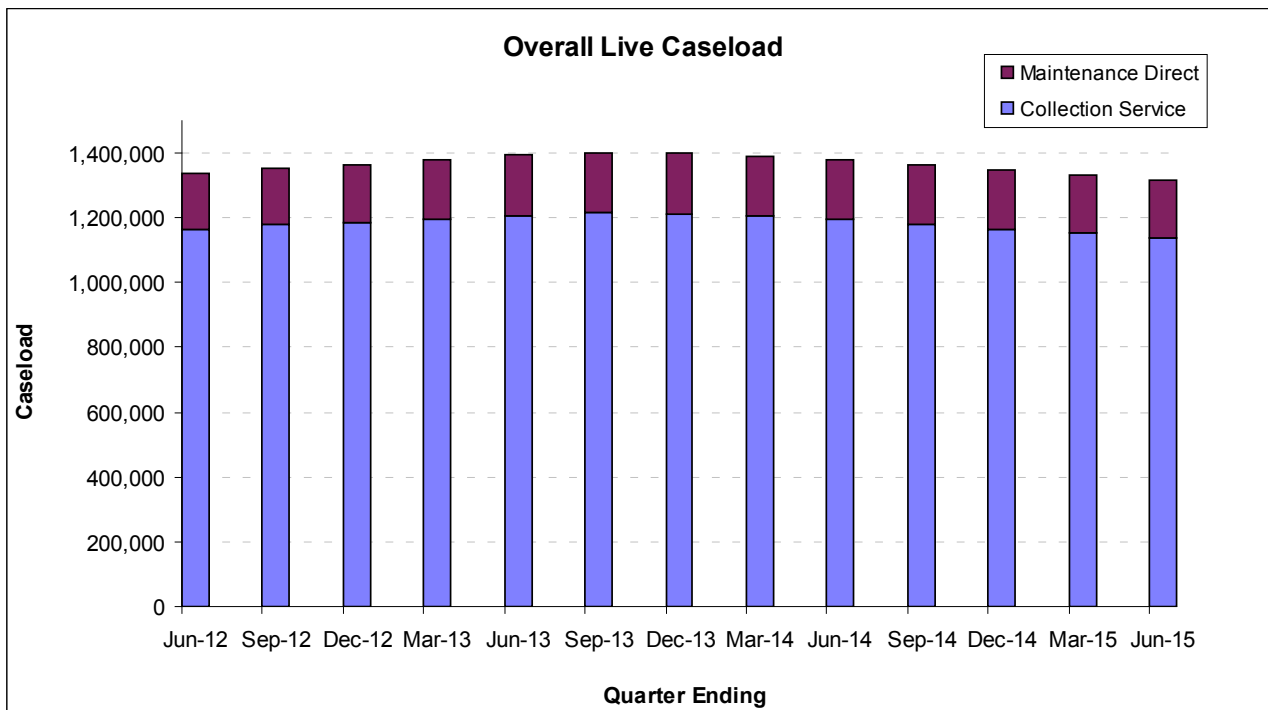
This shows the number of cases currently being handled by the Agency and the division of these between the 1993 and 2003 Schemes.

Prior to December 2013, the overall live caseload had been on an upward trend since March 2012, with both the Collection Service and Maintenance Direct caseloads following the same pattern. The decrease in the live caseload following this date has been expected due to the fact that new cases are no longer being processed on the 2003 Scheme, after the introduction of the 2012 Scheme, and as cases begin to close as part of the CSA case closure process.

The proportion of male to female non-resident parents is in line with previous quarters, with a male non-resident parent in 92.0%<sup>1</sup> of live cases.

- In the quarter to June 2015, there was a decrease in the live caseload of 17,700 to **1,315,100** when compared to March 2015. The Collection Service caseload saw a higher reduction than the Maintenance Direct caseload.
- When compared to the previous quarter, both 1993 Scheme and 2003 Scheme live cases have decreased from 391,700 to **385,700** and 940,900 to **929,200** respectively.

**Graph 2: Caseload**



**Notes:**

- 1) The percentage of cases where the non resident parent is male excludes cases managed off-system, which accounts for approximately 7% of the live caseload. The calculation is based on the live cases on 1993 and 2003 schemes, excluding cases managed off system.

**Table 1: Caseload by Scheme**

Quarter Ending:	Live caseload <sup>(1,2,5)</sup>		2003 Scheme <sup>(1,2,5,6)</sup>		1993 Scheme <sup>(1,2,5,6)</sup>		Cases with No Liability and No Arrears Not Paying <sup>(7)</sup>	Total Caseload <sup>(1,2,3,4,7)</sup>
	Collection Service	Maintenance Direct <sup>(3)</sup>	Collection Service	Maintenance Direct <sup>(3)</sup>	Collection Service	Maintenance Direct <sup>(3)</sup>		
<b>Mar-12</b>	1,159,800	172,000	726,700	143,500	432,800	28,500	188,800	1,520,600
<b>Jun-12</b>	1,165,300	172,700	741,400	145,600	423,600	27,100	185,600	1,523,600
<b>Sep-12</b>	1,178,200	173,700	758,700	148,100	419,200	25,600	178,300	1,530,200
<b>Dec-12</b>	1,186,600	178,800	773,800	154,000	412,500	24,800	175,300	1,540,700
<b>Mar-13</b>	1,196,400	181,900	788,400	157,400	407,800	24,500	170,300	1,548,500
<b>Jun-13</b>	1,207,900	185,000	804,500	160,800	403,200	24,200	168,600	1,561,400
<b>Sep-13</b>	1,214,500	185,800	814,800	161,900	399,500	24,000	168,300	1,568,600
<b>Dec-13</b>	1,212,100	186,200	817,300	162,600	394,600	23,500	165,400	1,563,700
<b>Mar-14</b>	1,206,500	185,000	815,600	162,700	390,600	22,300	153,500	1,545,000
<b>Jun-14</b>	1,193,500	183,700	806,900	162,600	386,300	21,100	150,300	1,527,500
<b>Sep-14</b>	1,179,700	183,500	797,000	163,600	382,500	19,900	144,900	1,508,200
<b>Dec-14</b>	1,165,100	183,200	786,500	164,400	378,300	18,800	137,500	1,485,700
<b>Mar-15</b>	1,151,300	181,500	776,800	164,100	374,300	17,500	122,500	1,455,300
<b>Jun-15</b>	1,135,800	179,300	766,200	163,000	369,400	16,300	87,700	1,402,800

## Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system. Figures may not sum to the Caseload Status Scheme breakdowns (Tables 24 and 25) due to rounding.
- 2) Figures include 1993 Scheme cases with a full or interim maintenance assessment as well as 2003 Scheme cases with a full maintenance calculation or default maintenance decision, including cases managed off system.
- 3) Maintenance Direct is where, following a maintenance calculation by CSA, the non resident parent pays child maintenance directly to the parent with care. Cases which are recorded as Maintenance Direct, approximately 13% of the live caseload, are assumed to be fully meeting their current liability since clients can come back to the CSA if there is a default on their payment or to request a new calculation.
- 4) The total caseload covers all cases managed on the 2003 and 1993 statutory schemes.
- 5) The live caseload includes the total caseload minus cases with no current or ongoing liability, no arrears and no payments are being made.
- 6) 2003 Scheme and 1993 Scheme figures may not sum to the live caseload due to it not being possible to allocate some cases to specific schemes.
- 7) The methodology to calculate the total caseload has changed; cases that are cancelled/withdrawn, closed or no longer have a qualifying child on the case, have been removed.
- 8) Development work has taken place to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. This accounts for approximately 0.2% of the total caseload, with the majority of measures remaining either unaffected or only marginally affected. These cases have been removed from the caseload figures from March 2012, which affects the 1993 Scheme caseload figures, mainly within the 'No liability/with arrears – not paying' caseload breakdown.

## Clerical Case Database

*This shows the number of cases being managed off system.*

A number of Agency cases are being maintained on the Clerical Case Database and managed off system. These are defined as cases which, due to technical issues, cannot be processed on the core computer systems. Such technical issues arise from cases where either a calculation cannot be accurately maintained on the 2003 scheme, or where a calculation can be maintained on CS2 but problems have prevented other activities from being carried out on the 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.

- There has been a continued decrease in the number of cases being managed off system since March 2014, which is in line with the decreasing caseload. As at June 2015 there were **100,900** cases being managed off system.

Initially there had been a continued increase in the number of cases on the Clerical Case Database since March 2005 due to the issues surrounding the CS2 computer system. The rate of increase slowed down significantly from 2011/2012 as a result of system fixes and process improvements; however, there are issues within the system that still remain.



**Table 2: Clerical Case Database**

<b>Quarter Ending:</b>	<b>Off System cases<sup>(1,2)</sup></b>
<b>Mar-05</b>	10,500
<b>Jun-05</b>	12,600
<b>Sep-05</b>	14,000
<b>Dec-05</b>	16,100
<b>Mar-06</b>	19,000
<b>Jun-06</b>	21,100
<b>Sep-06</b>	23,200
<b>Dec-06</b>	25,100
<b>Mar-07</b>	28,900
<b>Jun-07</b>	31,800
<b>Sep-07</b>	33,000
<b>Dec-07</b>	33,000
<b>Mar-08</b>	36,900
<b>Jun-08</b>	39,300
<b>Sep-08</b>	43,400
<b>Dec-08</b>	49,000
<b>Mar-09</b>	59,600
<b>Jun-09</b>	65,400
<b>Sep-09</b>	75,200
<b>Dec-09</b>	83,100
<b>Mar-10</b>	87,600
<b>Jun-10</b>	91,700
<b>Sep-10</b>	95,800
<b>Dec-10</b>	98,400
<b>Mar-11</b>	100,200
<b>Jun-11</b>	101,300
<b>Sep-11</b>	101,800
<b>Dec-11</b>	103,000
<b>Mar-12</b>	103,900
<b>Jun-12</b>	104,600
<b>Sep-12</b>	105,400
<b>Dec-12</b>	106,000
<b>Mar-13</b>	106,700
<b>Jun-13</b>	107,000
<b>Sep-13</b>	107,300
<b>Dec-13</b>	107,400
<b>Mar-14</b>	107,200
<b>Jun-14</b>	106,500
<b>Sep-14</b>	105,500
<b>Dec-14</b>	104,600
<b>Mar-15</b>	103,200
<b>Jun-15</b>	100,900

Notes:

- 1) Figures include both live and suspended cases that are administered on the Agency's Clerical Case Database.
- 2) From March 2005 to December 2006 figures are sourced clerically. From March 2007 onwards the source information is provided from the Agency's internal management information.

## Caseload Status

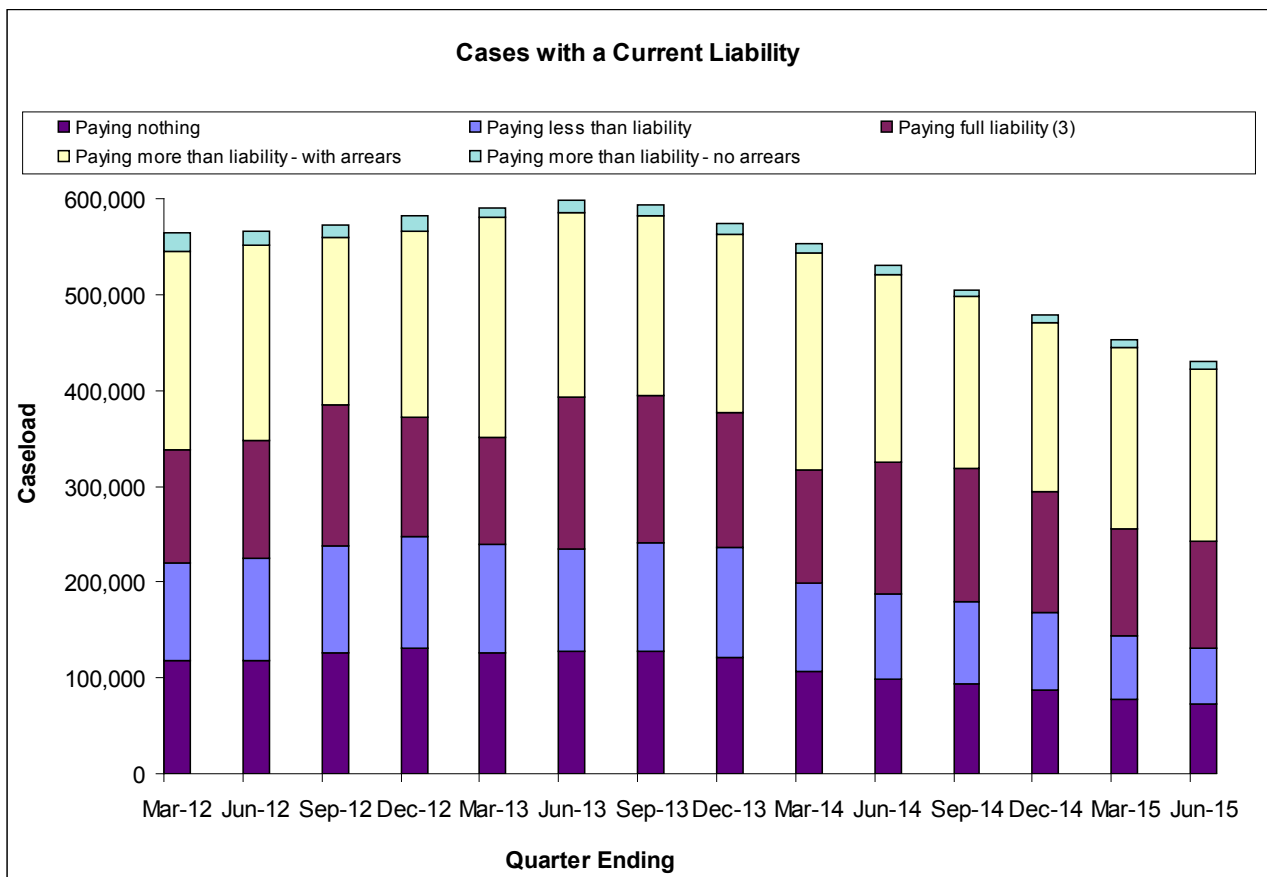
This shows the status of all cases with an assessment or calculation.

The live caseload had gradually been increasing up until September 2013, but has since been on a downward trend. The caseload is now at its lowest position since March 2012, which is due to the impact of all new applications being processed on the 2012 Scheme. The number of cases paying full liability<sup>3</sup> and those cases paying more than their liability with arrears, have fluctuated from month to month, whereas the other categories have remained fairly consistent.

- The overall live caseload now stands at **1,315,100**. This is a decrease of 17,700 from March 2015 and 62,000 from June 2014. A breakdown by scheme is included in Annex A.

A full breakdown of the Caseload Status is available in Annex A (table 21) on page 51.

**Graph 3: Cases with a Current Liability**



Notes:

- Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - Figures include 1993 Scheme cases with a full or interim maintenance assessment as well as 2003 Scheme cases with a full maintenance calculation or default maintenance decision.
- Current Liability: A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance).
- 'Full Liability' includes those cases that have paid 90% or more of the accrued liability via the collection service within the quarter.
- Development work has taken place to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. This accounts for approximately 0.2% of the total caseload, with the majority of measures remaining either unaffected or only marginally affected. These cases have been removed from the caseload figures from March 2012, which affects the 1993 Scheme caseload figures, mainly within the 'No liability/with arrears – not paying' caseload breakdown.

## Live Caseload by Weekly Liability Value – June 2015

This shows the percentage and volume of cases split by specified weekly liability values.

The number of cases with a Nil Liability is on an upward trend; however the general split of the Live Caseload by Weekly Liability is comparable to previous quarters. The split between Collection Service and Maintenance Direct is consistent with the general split of approximately 13:2 respectively.

- The average weekly maintenance liability (including nil liability-cases that have been assessed and their assessment value is 0) stands at **£16.00**<sup>6</sup>, excluding nil liability the average is **£34.60**. **20.2%** of cases managed via the Collection Service have an assessment between £20.01 and £100 compared to **74.2%** of those which are Maintenance Direct. 76.7% of the live caseload has an assessment of £30.00 or less, or a nil liability.

**Table 3: Caseload by Weekly Liability Value**

Weekly Liability Value £ <sup>(1,5)</sup>	Collection Service <sup>(1,2)</sup>		Maintenance Direct <sup>(1,3)</sup>		Total <sup>(1,4)</sup>	
	Number of Cases	% of Live Caseload	Number of Cases	% of Live Caseload	Number of Cases	% of Live Caseload
Nil Liability	706,000	53.7%	-	-	706,000	53.7%
£5 and Under	137,600	10.5%	19,500	1.5%	157,100	11.9%
£5.01 - £10 .00	20,400	1.5%	5,700	0.4%	26,000	2.0%
£10.01 - £20.00	30,900	2.3%	13,300	1.0%	44,200	3.4%
£20.01 - £30.00	47,800	3.6%	26,500	2.0%	74,400	5.7%
£30.01 - £40.00	57,100	4.3%	32,100	2.4%	89,200	6.8%
£40.01 - £50.00	46,200	3.5%	26,100	2.0%	72,400	5.5%
£50.01 - £75.00	58,600	4.5%	35,700	2.7%	94,300	7.2%
£75.01 - £100.00	19,300	1.5%	12,700	1.0%	32,000	2.4%
£100.01 - £125.00	6,800	0.5%	4,400	0.3%	11,200	0.9%
£125.01 - £150.00	2,500	0.2%	1,600	0.1%	4,100	0.3%
£150.01 - £200.00	1,700	0.1%	1,100	0.1%	2,800	0.2%
£200.01- £250.00	500	-	300	-	800	0.1%
Over £250.01	400	-	300	-	700	0.1%
<b>Total</b>	<b>1,135,800</b>	<b>86.4%</b>	<b>179,300</b>	<b>13.6%</b>	<b>1,315,100</b>	<b>100.0%</b>

Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Figures have been rounded to the nearest 100, percentages to the nearest 0.1%.
- 2) Collection Service weekly liability has been derived by converting quarterly liability value to a weekly amount.
- 3) Maintenance Direct weekly liability has been derived by using the weekly assessment amount.
- 4) The Live Caseload is the total caseload minus cases with no current or ongoing liability, and no arrears and no payments are being made.
- 5) Weekly liability values have been set to 0 for all cases with no liability.
- 6) The average weekly maintenance liability (including nil liability) amount provides an average amount of the overall live caseload, including cases that have been assessed and their assessment value is 0.

## Live Caseload by Number of Qualifying Children – June 2015

This shows the average weekly liability by the number of qualifying children by collection method.

When compared to the latest quarters, there has been a gradual increase in the number of cases with zero Qualifying Children and a corresponding decrease in those cases with either one or two Qualifying Children. There has been no major change for those cases with three or more Qualifying Children.

- 97.4% of cases have 2 or less qualifying children.

**Table 4: Caseload by Number of Qualifying Children**

Number of Qualifying Children <sup>(6)</sup>	Collection Service <sup>(1,2)</sup>		Maintenance Direct <sup>(1,3)</sup>		Total <sup>(1,4)</sup>	
	Number of cases	Average weekly liability <sup>(5)</sup>	Number of cases	Average weekly liability <sup>(5)</sup>	Number of cases	Average weekly liability <sup>(5)</sup>
0 <sup>(7)</sup>	583,200	-	-	-	583,200	-
1	417,500	£21.39	126,900	£37.36	544,300	£25.11
2	110,200	£32.30	43,600	£53.67	153,800	£38.35
3	20,800	£37.10	7,700	£66.19	28,500	£44.96
4	3,400	£32.74	1,000	£62.12	4,500	£39.54
5	600	£30.18	100	£59.89	700	£35.83
6	100	£27.64	-	£51.95	100	£31.01
7	-	£45.22	-	£49.96	-	£46.49
8+	-	£22.50	-	£59.50	-	£31.75

Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Figures have been rounded to the nearest 100 and therefore may not sum to the live caseload figures on page 14 (table 1). Percentages are rounded to the nearest 0.1%.
  - c. Figures are for the 'Live Caseload' - The total caseload minus cases with no current or ongoing liability, no arrears and no payments are being made.
- 2) Collection Service weekly liability has been derived by converting quarterly liability value to a weekly amount.
- 3) Maintenance Direct weekly liability has been derived by using the weekly assessment amount.
- 4) Total average weekly liability has been derived by summing the total Collection Service weekly amount and the total Maintenance Direct weekly amount then dividing it by the total number of cases.
- 5) Weekly liability values have been set to 0 for all cases with no liability.
- 6) Qualifying Children under the age of 20 are counted in this table. The qualifying age has been set to 20 in line with Child Benefit and social security benefits so that child maintenance can carry on up to a child's 20th birthday if they're staying in full-time, 'non-advanced' education at school or college, or starting an 'approved' training course. Where the number of children is missing on off system cases, an average of 1.39 is applied. These cases will appear in this table in the 1 children category and account for 3.3% of the cases in this category.
- 7) The table includes cases where there are 0 qualifying children. This is due to cases where the child reaches 20 years old by the end of the quarter.

## Children Benefiting from Maintenance

*This shows the number of children benefiting, calculated from cases in which a payment was received or had a maintenance direct arrangement in place.*

The number of Children Benefiting has been on a downward trend since September 2013, and is now at its lowest since March 2012. The change in trend can be attributed to the fact that all new applications are now being processed on the 2012 scheme. The CSA Case Closure process has added to the continued reduction.

- The number of Children Benefiting has decreased from 762,100 in March 2015 to 728,500 in June 2015.

**Table 5: Children Benefiting from Maintenance**

Quarter Ending:	Children Benefiting From Maintenance <sup>(1)</sup>	1993 Scheme Collection Service <sup>(2)</sup>	1993 Scheme Maintenance Direct <sup>(2)</sup>	2003 Scheme Collection Service <sup>(2)</sup>	2003 Scheme Maintenance Direct <sup>(2)</sup>
Mar-12	871,100	100,600	35,000	533,000	202,500
Jun-12	872,200	93,900	33,200	540,200	205,000
Sep-12	869,900	89,400	31,100	541,400	208,000
Dec-12	887,300	89,400	30,100	552,000	215,800
Mar-13	905,400	85,900	29,700	568,900	220,900
Jun-13	916,100	82,300	29,300	578,600	225,900
Sep-13	908,200	78,100	29,000	573,700	227,300
Dec-13	887,200	71,200	28,400	559,800	227,800
Mar-14	871,800	66,800	26,700	551,400	226,900
Jun-14	846,300	62,000	25,200	533,100	226,100
Sep-14	816,500	57,400	23,600	508,800	226,700
Dec-14	787,000	51,400	22,200	486,200	227,200
Mar-15	762,100	44,800	20,500	470,800	225,900
Jun-15	728,500	38,000	19,100	447,600	223,700

Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. 'Children benefiting' includes all children of a qualifying age on cases that have paid in the previous quarter. This includes all children on Maintenance Direct cases.
  - c. Before December 2012 children under the age of 19 are counted as a qualifying child, after this date the qualifying age was increased to 20. 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 1.39 children per case has been used for positive outcome cases progressed off system, where the number of children is not available. This is based on checking a sample of off system case papers, and is used in approximately 16% of paying off system cases with a current liability.
  - d. Cases are classed as having maintenance due if an ongoing liability to pay maintenance exists or arrears of maintenance have been requested.
- 2) There are approximately 300 cases where the scheme in which the case is held cannot be identified, therefore scheme breakdowns may not sum to overall Agency figures.
- 3) The number of Children Benefiting was marginally affected by the development work to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. Therefore some 1993 Scheme breakdown figures may differ slightly to previous releases.

## Cases Contributing towards Current Liability

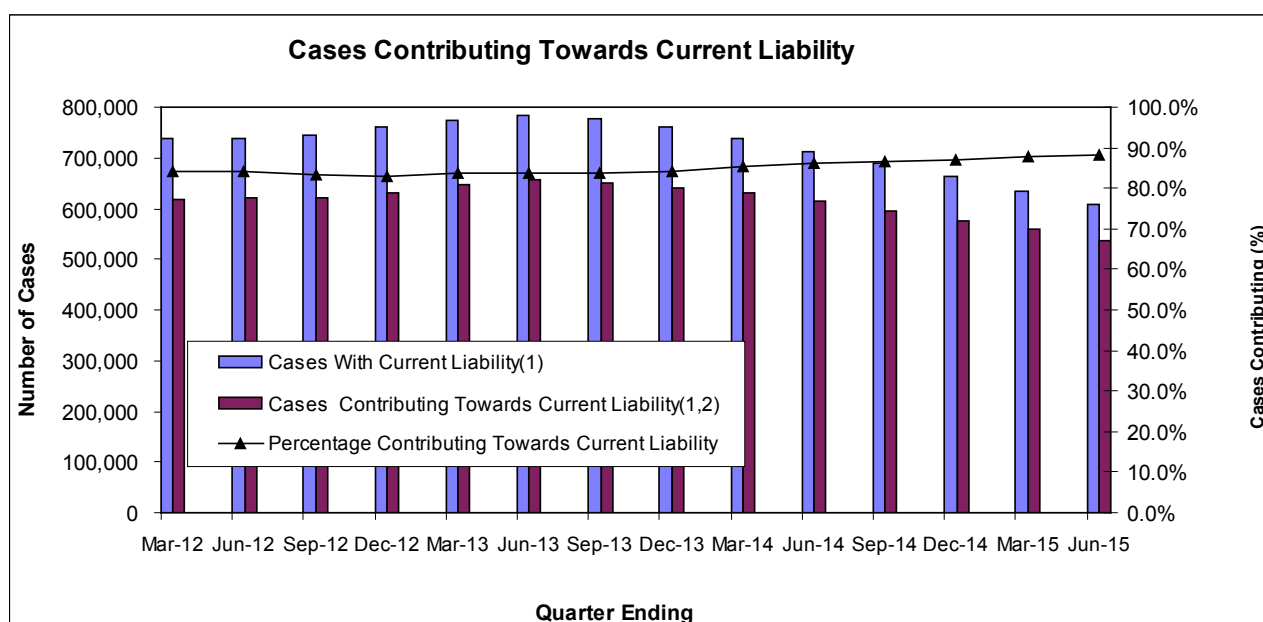
This shows the number of cases contributing towards current liability.

Both the number of cases with a current liability and the number of cases with a contribution towards current liability have been on a downward trend since September 2013. Despite this, the percentage of cases contributing towards a current liability has increased each quarter from September 2013. The percentage of cases contributing towards a current liability currently stands at its highest position of 88.1%.

- In the quarter to June 2015, **536,500** (or 88.1%) cases were paying towards their maintenance out of **609,100** cases with a child maintenance liability.

The accompanying table can be found in Annex A on page 54 (Table 24).

**Graph 4: Cases Contributing Towards Current Liability**



**Notes:**

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance). This includes cases due to pay via Maintenance Direct.
- 3) A case is classed as paying towards their liability if a payment has been received in the previous quarter, or the case is classed as Maintenance Direct at the end of the quarter.
- 4) Maintenance direct cases are excluded in the full liability as it is assumed that money is flowing between parents.
- 5) 'Full Liability' satisfied within quarter includes those cases who have paid 90% or more of the accrued liability via the collection service within the quarter. Maintenance direct cases are not included in this category.
- 6) Information on current liability and contributions towards liability was marginally affected by the development work to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. Therefore some 1993 Scheme breakdown figures may differ slightly to previous releases.

## Percentage of Liability Paid in Quarter

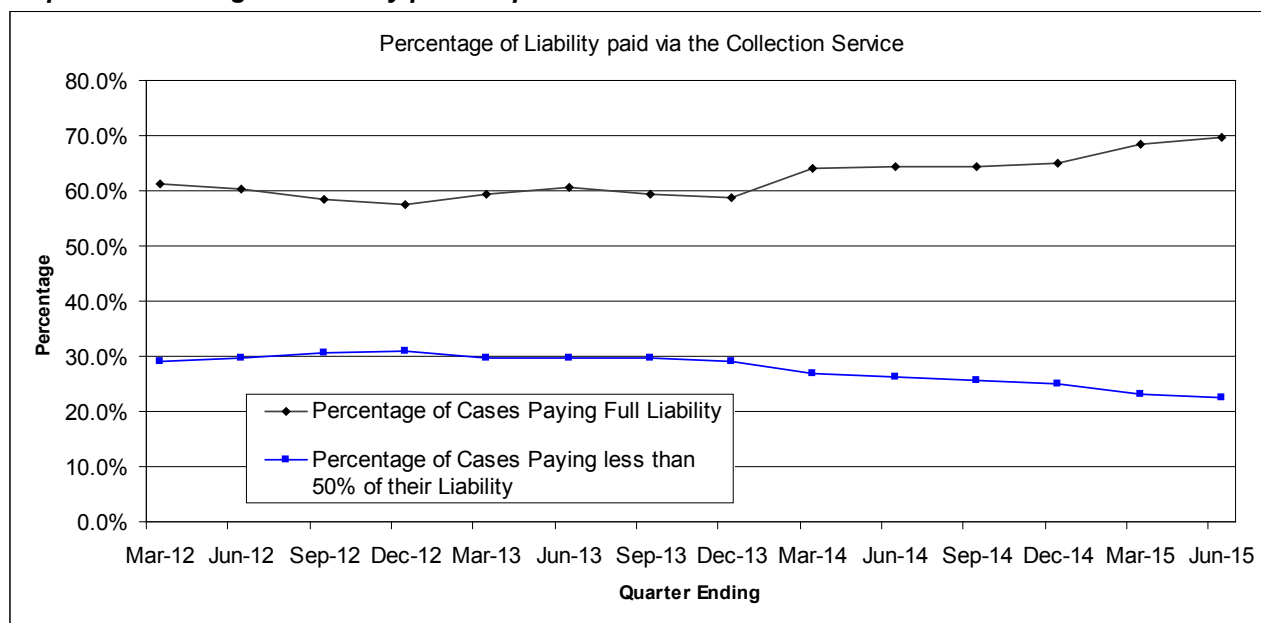
*This shows the percentage of liability being paid each quarter, for cases due to pay via the collection service.*

The percentage of cases paying their full liability via the Collection Service has gradually increased since December 13, with the latest quarter standing at its highest position. Both the number of cases with a 0% contribution towards their liability and those paying less than 50% has been on a downward trend from September 2013.

- 69.6% of cases due to pay via the collection service paid their full liability in the quarter to June 2015, which is an increase from 68.4% in March 2015.
- The number of cases paying less than 50% of their liability via the Collection Service has decreased from 23.3% in March 2015 to 22.5% in the quarter to June 2015; its lowest position to date.

For a full breakdown of the Percentage of Liability paid in Quarter please see Annex A, table 25 page 55.

**Graph 5: Percentage of Liability paid in quarter**



Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Figures exclude Maintenance Direct Cases, as receipts are not held on the CSA computer systems to show how much money is flowing between parents. This is to show a more realistic performance overview of the collection service.
- 2) Percentages are based on the amount of money received in each quarter compared to the accrued liability in each quarter.
- 3) 'Full Liability' satisfied within quarter includes those cases who have paid 90% or more of the accrued liability via the collection service within the quarter. Maintenance direct cases are not included in this category.
- 4) Information on current liability and contributions towards liability was marginally affected by the development work to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. Therefore some 1993 Scheme breakdown figures may differ slightly to previous releases.

## Maintenance Direct Cases

*This table shows the number of cases transferring to and from Maintenance Direct each quarter.*

Overall the number of cases joining Maintenance Direct has followed a downward trend while the number of cases leaving Maintenance Direct has remained fairly consistent throughout.

- In the quarter to June 2015 there has been a decrease in the proportion of cases moving from the Collection Service to Maintenance Direct compared to cases moving from Maintenance Direct to the Collection Service. There is ongoing work being carried out to promote Maintenance Direct, where appropriate, to clients who are in routine contact with us.
- In the quarter to June 2015, 1,500 cases transferred from Maintenance Direct to the Collection Service, while 3,500 cases transferred from the Collection Service to Maintenance Direct.

**Table 6: Maintenance Direct Cases**

Quarter Ending:	Cases Joining Maintenance Direct		Cases Leaving Maintenance Direct	
	Transferring from Collection Service	Other	Transferring to Collection Service	Other
Jun-12	3,800	3,900	3,100	4,000
Sep-12	3,700	4,500	3,100	4,200
Dec-12	4,100	6,600	3,000	2,600
Mar-13	4,400	4,600	3,200	2,700
Jun-13	4,100	4,800	3,300	2,600
Sep-13	3,900	3,100	3,500	2,700
Dec-13	4,200	2,000	2,900	2,900
Mar-14	4,600	1,400	2,800	4,400
Jun-14	4,400	600	2,100	4,200
Sep-14	5,500	500	2,000	4,200
Dec-14	5,300	400	1,700	4,300
Mar-15	4,500	400	1,700	4,900
Jun-15	3,500	400	1,500	4,600

Notes:

- 1) The 'Other' category includes cases with no liability or the status prior to joining/leaving Maintenance Direct is unknown.



## Liability and Credits

This shows the total amount of money due and of this, how much was received or adjusted. The closing balance is the difference between the two at the end of the period.

The percentage of Credits to Liabilities at the end of each quarter has followed a fluctuating pattern but has remained above 88% since March 2012.

- The difference between the liability accrued and the total credits in the quarter to June 2015 stands at **£14.9m**. This is an increase compared to the previous quarter where the difference stood at **£12.8m**, and also £1.0m higher than the March 2012 position.

**Table 7: Liability and Credits**

Quarter ending:	Liability Accrued in the Quarter (£m) <sup>(1,2,3)</sup>	Total Credits in the Quarter (£m) <sup>(1,2,4)</sup>	Total Liabilities as % of Total Credits in the Quarter <sup>(1)</sup>	Difference (£m) at the end of the Quarter <sup>(1)</sup>
Mar-12	£219.4	£205.5	93.7%	£13.9
Jun-12	£227.6	£204.9	90.0%	£22.7
Sep-12	£233.0	£208.4	89.4%	£24.6
Dec-12	£227.4	£206.5	90.8%	£20.8
Mar-13	£227.7	£208.5	91.6%	£19.2
Jun-13	£238.8	£213.7	89.5%	£25.1
Sep-13	£244.4	£218.4	89.4%	£26.0
Dec-13	£235.6	£209.1	88.8%	£26.5
Mar-14	£223.6	£207.8	92.9%	£15.8
Jun-14	£222.4	£201.1	90.4%	£21.3
Sep-14	£218.5	£200.2	91.6%	£18.3
Dec-14	£207.5	£186.6	89.9%	£20.9
Mar-15	£192.3	£179.5	93.3%	£12.8
Jun-15	£187.7	£172.8	92.1%	£14.9

Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Figures exclude Maintenance Direct cases.
- 2) The Liabilities and Credits are the quarterly amount of money charged including any technical adjustments e.g. voluntary payments where payment of child maintenance has been received by the parent with care before the non resident parent has been notified of the maintenance calculation.
- 3) Total liabilities are the quarterly amount of money charged excluding any technical adjustments.
- 4) Total credits are the quarterly amounts of money paid, including technical adjustments, via the collection service.
- 5) The methodology change to calculate the total caseload has had a slight impact on liability accrued and credits due to a small number of cases still having liabilities or collections which are obsolete. This has been implemented back to January 2012.

## Collections versus Liability

This shows the amount of liability accrued and the amount collected within the quarter via the Collection Service.

The percentage of Liability collected in the quarter has generally increased since March 2013.

- 76.4% of money due to be paid in the quarter to June 2015 had been paid.

**Table 8: Collections verses Liability**

Quarter ending:	Liability Accrued in the Quarter (£m) <sup>(1,2)</sup>	Regular Maintenance Collected in the Quarter (£m) <sup>(1,3)</sup>	% of Liability Collected in the Quarter <sup>(1)</sup>
<b>Mar-12</b>	£219.4	£157.9	72.0%
<b>Jun-12</b>	£227.6	£163.7	71.9%
<b>Sep-12</b>	£233.0	£166.2	71.3%
<b>Dec-12</b>	£227.4	£161.4	71.0%
<b>Mar-13</b>	£227.7	£163.7	71.9%
<b>Jun-13</b>	£238.8	£174.3	73.0%
<b>Sep-13</b>	£244.4	£177.4	72.6%
<b>Dec-13</b>	£235.6	£169.6	72.0%
<b>Mar-14</b>	£223.6	£166.7	74.5%
<b>Jun-14</b>	£222.4	£166.1	74.7%
<b>Sep-14</b>	£218.5	£163.8	75.0%
<b>Dec-14</b>	£207.5	£153.7	74.1%
<b>Mar-15</b>	£192.3	£145.7	75.8%
<b>Jun-15</b>	£187.7	£143.4	76.4%

Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Contributions towards arrears are not included within this table.
  - c. Maintenance Direct cases are not included within this table. A Maintenance Direct case would not accrue liability on the CSA computer Systems, due to money being paid directly between parents.
- 2) Total liabilities is the amount of money charged as regular maintenance (excluding any technical adjustments).
- 3) Regular maintenance collected is the amount of money paid via the collection service excluding technical adjustments.
- 4) The methodology change to calculate the total caseload has had a slight impact on the liability accrued and regular maintenance collected due to a small number of cases having liabilities or collections which are obsolete. This has been implemented back to January 2012.

## Maintenance Collected and Arranged

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

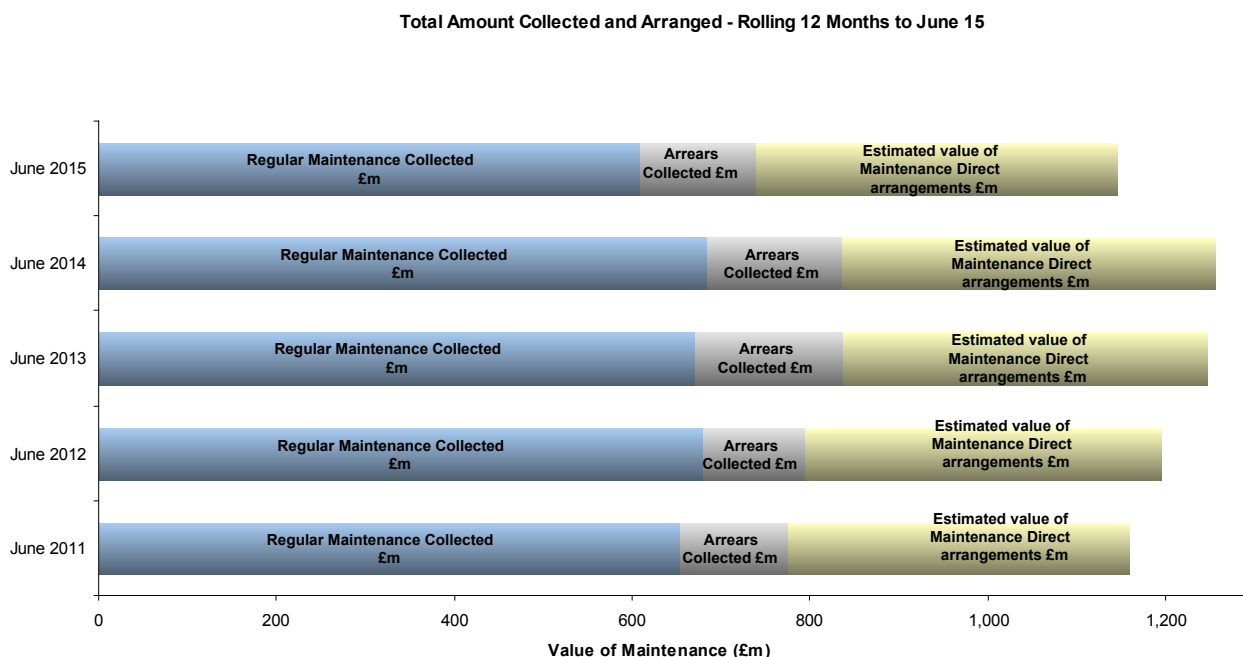
The total amount Collected and Arranged on a 12 month basis to June had previously increased each year, however the latest year has shown a reduction. Regular maintenance and the amount of arrears collected have reduced over recent years, while yearly Maintenance Direct arrangements have increased until the latest quarter. The decrease in child maintenance collected or arranged is largely due to the reduction in caseload as a result of all applications going onto the 2012 Scheme and cases closing as part of the CSA case closure process.

- As at June 2015, the overall Maintenance Collected and Arranged and the amount of arrears collected on a rolling 12 month basis both fell to **£1,145.0m** and **£130.2m** respectively. This is compared to a March 2015 figure of £1,177.2m, of which £135.3m was arrears and a June 2014 figure of £1,256.0m, of which £151.7m was arrears.
- In the quarter to June 2015, **£272.4m** was collected and arranged, of which **£29.0m** was contribution towards arrears. When compared to March 2015, the amount collected or arranged has decreased by £8.0m and the amount of arrears has decreased by £4.2m.

Headline collection figures are:

- Rolling 12 Months:** **£1,145.0m** of which **£130.2m** was arrears
- Rolling Quarter:** **£272.4m** of which **£29.0m** was arrears

**Graph 6: Maintenance Collected and Arranged**



Notes:

- The rolling 12 month Maintenance Collected and Arranged figure is calculated by summing four quarterly figures.
  - Quarterly 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.
-

- a. Figures reported after January 2012 are calculated on a New Measures basis, including cases managed off system.
  - b. March 2012 Maintenance Collected and Arranged figure is based on old methodologies. The latest [QSS based on old methodologies](#) was published containing data up to September 2013.
- 3) Figures include 1993 Scheme cases held on the CSCS computer system. CSCS data included in this graph prior to January 2012 is based on a 5% sample. After this date, a 100% CSCS data source has been used.
  - 4) Maintenance "Arranged" rather than "Collected" relates to Maintenance Direct cases. Maintenance Direct is where, following a maintenance calculation by CSA, the non resident parent pays child maintenance directly to the Parent with care. The assessment on the case is used to derive the amount arranged. These cases are assumed to be fully meeting their current liability since clients can come back to the CSA if there is a default on their payment or to request a new calculation.
  - 5) The Child Support Agency's operational priority since 2006 has been to collect money for children who will benefit from regular ongoing maintenance payments today. Historic arrears (where, for example the children has grown up) are treated with less priority, however they remain outstanding, will not be written off and we will seek to collect them wherever possible. This chapter analyses the outstanding arrears balance, and then explains how we intend to tackle it. For further information, please see the [Child Maintenance Arrears Strategy](#).

**Table 9: Maintenance Collected and Arranged: Quarterly Measure**

Quarter Ending	Maintenance Collected £m <sup>(1,4)</sup>	Of which, contribution towards arrears £m <sup>(3,4)</sup>	Estimated value of Maintenance Direct arrangements in place £m <sup>(2,4)</sup>	Total amount collected / arranged £m <sup>(4)</sup>
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	186.8	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
<b>Mar-10</b>	<b>196.2</b>	<b>35.8</b>	<b>94.1</b>	<b>290.3</b>
Jun-10	188.9	32.3	94.6	283.5
Sep-10	191.6	31.6	95.3	286.8
Dec-10	190.2	30.0	95.3	285.5
<b>Mar-11</b>	<b>198.2</b>	<b>31.2</b>	<b>96.1</b>	<b>294.3</b>
Jun-11	195.6	30.2	97.4	293.0
Sep-11	197.7	30.6	98.2	295.9
Dec-11	197.6	29.0	99.3	296.9
<b>Mar-12</b>	<b>205.5</b>	<b>46.2</b>	<b>97.6</b>	<b>303.1</b>
Jun-12	204.9	39.8	98.0	302.9
Sep-12	208.4	40.7	98.6	307.0
Dec-12	206.5	43.7	101.6	308.1
<b>Mar-13</b>	<b>208.5</b>	<b>43.3</b>	<b>103.4</b>	<b>311.9</b>
Jun-13	213.7	38.1	105.4	319.1
Sep-13	218.4	39.5	105.7	324.2
Dec-13	209.1	38.2	105.7	314.8
<b>Mar-14</b>	<b>207.7</b>	<b>39.9</b>	<b>104.6</b>	<b>312.4</b>
Jun-14	201.0	34.1	103.6	304.6
Sep-14	200.2	35.7	103.1	303.3
Dec-14	186.6	32.3	102.3	288.9
<b>Mar-15</b>	<b>179.5</b>	<b>33.2</b>	<b>100.9</b>	<b>280.4</b>
Jun-15	172.8	29.0	99.6	272.4

Notes:

1)

- a. The amount of maintenance collected is that collected via the CSA Collection Service and therefore includes cases managed off system.

- b. Quarterly 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.
- 2)
- a. 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.
  - b. The estimated value of Maintenance Direct arrangements includes Maintenance Direct cases processed off system from April 2008.
- 3)
- a. 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.
  - b. In addition, collections on all cases managed off system are presumed to be regular collections rather than collections of arrears resulting in the potential under counting of arrears.
  - c. The issue raised in note 3a & 3b has been rectified from January 2012 due to a change in methodology and source data.
- 4)
- a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Figures include 1993 Scheme cases held on the CSCS computer system. CSCS data included in this table for arrears collected and for maintenance direct arrangements in place is based on a 5% sample up to March 2012. After this date, a 100% CSCS data source has been used.
  - c. From January 2012 the source of this data has changed to allow for consistency throughout the publication. For further details please see [Information on Child Maintenance Administrative Data Sources](#).
- 5) The methodology change to calculate the total caseload has had a slight impact on the regular maintenance collected due to a small number of cases still having liabilities or collections which are obsolete. This has been implemented back to January 2012.

## Cases Contributing Towards Arrears

This shows the number of cases with an arrears liability at the start of the current quarter, and the number and percentage of those cases that made a contribution towards the arrears within the period.

The number of cases with an arrears liability had gradually increased since March 2012 but has been on a downward trend since March 2014. This is in line with the decrease in the caseload which is reducing as new applications are processed on the 2012 Scheme and cases are closed as part of the CSA Case Closure process.

The number of cases paying towards arrears has varied each quarter; however the percentage of cases paying towards arrears has remained fairly steady in comparison.

- There were 228,700 cases paying towards arrears as June 2015, which is a decrease on the March 2015 figure of 242,900.

**Table 10: Cases Contributing Towards Arrears**

Quarter Ending:	Number of Cases with an Arrears Liability <sup>(1,2)</sup>	Overall Agency Cases - in which:			Closing Balance (£m) <sup>(1,3)</sup>
		Paying Towards Arrears <sup>(1,4,5)</sup>	Amount of Arrears Paid (£m) <sup>(1,5)</sup>	% Paying Towards Arrears <sup>(1,5)</sup>	
<b>Mar-12</b>	1,188,200	275,700	£46.2	23.2%	£3,813
<b>Jun-12</b>	1,192,500	270,600	£39.8	22.7%	£3,816
<b>Sep-12</b>	1,202,800	243,400	£40.7	20.2%	£3,824
<b>Dec-12</b>	1,219,600	261,900	£43.7	21.5%	£3,791
<b>Mar-13</b>	1,240,200	289,700	£43.3	23.4%	£3,806
<b>Jun-13</b>	1,242,900	249,100	£38.1	20.0%	£3,818
<b>Sep-13</b>	1,257,200	246,500	£39.5	19.6%	£3,838
<b>Dec-13</b>	1,269,100	244,500	£38.2	19.3%	£3,851
<b>Mar-14</b>	1,274,200	283,100	£39.9	22.2%	£3,849
<b>Jun-14</b>	1,264,800	250,500	£34.1	19.8%	£3,850
<b>Sep-14</b>	1,255,900	234,600	£35.7	18.7%	£3,842
<b>Dec-14</b>	1,241,700	229,800	£32.3	18.5%	£3,849
<b>Mar-15</b>	1,232,000	242,900	£33.2	19.7%	£3,850
<b>Jun-15</b>	1,219,700	228,700	£29.0	18.8%	£3,845

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) The number of cases with an arrears liability is determined as the number of cases with arrears at the start of the current quarter.
- 3) The amount of arrears owed is the amount of arrears owed as at the end of the month.
- 4) A case is counted as paying towards arrears if they had an outstanding arrears balance at the end of the previous quarter and no liability to pay regular maintenance over current the quarter but money is being received via the collection service or, if the full regular liability has been satisfied in the quarter and additional payments have been received. Only payments over the existing liability amounts are counted towards the amount of arrears being paid. Therefore these figures will differ to that on page 33 (table 11) which looks at the number of cases with arrears at the end of the current quarter.
- 5) Maintenance direct cases are included within this table. These cases and associated money are only classed as contributing towards arrears if money is received via the collection service.
- 6) Development work has been carried out to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database and has been impacted from March 2012. This has resulted in a 0.2% reduction in the number of cases with arrears and the amount of outstanding maintenance arrears.

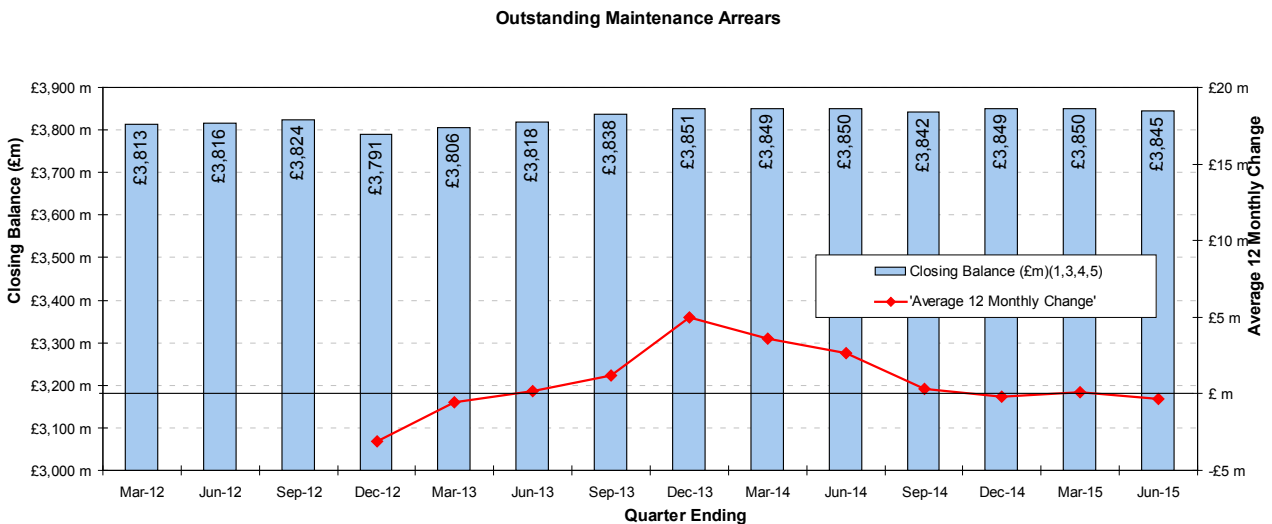
# Outstanding Maintenance Arrears

This shows the live caseload and those cases which have been cancelled/withdrawn or closed where the non resident parent has arrears, the annual outstanding maintenance arrears position from March 2012, split out by system.

The value of Outstanding Maintenance Arrears saw a dip in December 2012 due to methodological changes, but has since increased.

- Outstanding Maintenance Arrears have decreased to **£3,845 million** in June 2015 when compared to March 2015.
- The number of cases with arrears at the end of the quarter has continued to decrease since December 2013, and now stands at 1,206,300 in June 2015.
- A graph of Outstanding Maintenance Arrears sourced from the Agency’s General Ledger is included in Annex B to provide further historical data.

**Graph 7: Outstanding Maintenance Arrears**





**Table 11: Outstanding Maintenance Arrears**

This shows the number of cases with outstanding arrears at the end of the quarter.

Quarter ending:	1993 Scheme <sup>(1,5)</sup>		2003 Scheme <sup>(1,2,5)</sup>		Closing Balance (£m) <sup>(1,3,4,5)</sup>	Total Cases with Arrears <sup>(1,2,5)</sup>
	Amount of Arrears (£m) <sup>(3,4)</sup>	Cases with arrears <sup>(2)</sup>	Amount of Arrears (£m) <sup>(3,4)</sup>	Cases with arrears <sup>(2)</sup>		
<b>Mar-12</b>	£2,540	410,800	£1,271	782,100	£3,813	1,193,200
<b>Jun-12</b>	£2,503	404,100	£1,311	799,000	£3,816	1,203,400
<b>Sep-12</b>	£2,473	399,900	£1,350	820,200	£3,824	1,220,300
<b>Dec-12</b>	£2,397	393,900	£1,392	846,600	£3,791	1,240,700
<b>Mar-13</b>	£2,376	389,000	£1,428	854,000	£3,806	1,243,200
<b>Jun-13</b>	£2,351	385,400	£1,465	871,800	£3,818	1,257,500
<b>Sep-13</b>	£2,340	383,500	£1,497	885,700	£3,838	1,269,400
<b>Dec-13</b>	£2,325	380,500	£1,524	893,800	£3,851	1,274,500
<b>Mar-14</b>	£2,309	376,500	£1,538	888,100	£3,849	1,264,800
<b>Jun-14</b>	£2,295	373,500	£1,553	882,500	£3,850	1,256,200
<b>Sep-14</b>	£2,277	369,500	£1,564	872,200	£3,842	1,241,900
<b>Dec-14</b>	£2,269	366,900	£1,578	864,900	£3,849	1,232,000
<b>Mar-15</b>	£2,261	363,800	£1,588	855,600	£3,850	1,219,700
<b>Jun-15</b>	£2,253	360,800	£1,590	845,300	£3,845	1,206,300

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) This table is cases with arrears at the end of the quarter and include cases that did not make a contribution towards the arrears within the quarter. Figures will therefore differ to the number of cases with an arrears liability on page 31 (table 10).
- 3) Figures show the gross arrears position at the end of each quarter sourced from the Agency's internal MI.
- 4) Due to the different sources, figures may differ slightly from CSA's Annual Report and Accounts.
- 5) There are approximately 300 cases where the scheme in which the case is held cannot be identified, therefore scheme breakdowns may not sum to overall Agency figures.
- 6) Development work has been carried out to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database and has been impacted from March 2012. This has resulted in a 0.2% reduction in the number of cases with arrears and the amount of outstanding maintenance arrears.

## Outstanding Arrears by Weekly Liability

This shows the number of cases with outstanding arrears at the end of the quarter split by value of arrears.

There has been a slight increase in the percentage of total cases with arrears that have no assessment; these make up the majority of cases with arrears. There has also been slight decrease in the percentage of cases with a weekly liability of £5 and under, however the remaining breakdowns are fairly consistent with previous quarters.

- 70.5% of the total outstanding arrears are owed by Non Resident Parents who currently have either an assessment value of Nil or under £5.

**Table 12: Number of Cases with Outstanding Arrears by Weekly Liability**

Weekly Liability (£)(2)	Under £100(1)	% of Total Cases with Arrears	£100 - £499.99(1)	% of Total Cases with Arrears	£500 - £999.99(1)	% of Total Cases with Arrears	£1,000 - £4,999.99(1)	% of Total Cases with Arrears	£5,000 - £9,999.99(1)	% of Total Cases with Arrears	£10,000 - £19,999.99(1)	% of Total Cases with Arrears	£20,000 - £49,999.99(1)	% of Total Cases with Arrears	£50,000 and Over(1)	% of Total Cases with Arrears	Total Cases with Arrears(1,3)	% of Total Cases with Arrears
No Assessment	108,100	9.0%	159,200	13.2%	92,400	7.7%	198,700	16.5%	64,100	5.3%	46,900	3.9%	31,100	2.6%	4,400	0.4%	704,900	58.4%
£5 and Under	29,100	2.4%	45,500	3.8%	26,700	2.2%	37,000	3.1%	5,500	0.5%	1,900	0.2%	400	-	-	-	146,200	12.1%
£5.01 - £10 .00	5,700	0.5%	3,100	0.3%	1,700	0.1%	3,400	0.3%	700	0.1%	400	-	200	-	-	-	15,200	1.3%
£10.01 - £20.00	12,200	1.0%	6,600	0.5%	3,600	0.3%	8,000	0.7%	1,700	0.1%	600	-	200	-	-	-	32,700	2.7%
£20.01 - £30.00	16,200	1.3%	17,100	1.4%	5,800	0.5%	13,900	1.2%	3,900	0.3%	1,700	0.1%	200	-	-	-	58,800	4.9%
£30.01 - £40.00	16,400	1.4%	27,100	2.2%	6,900	0.6%	15,800	1.3%	4,200	0.4%	2,000	0.2%	300	-	-	-	72,700	6.0%
£40.01 - £50.00	11,900	1.0%	23,700	2.0%	5,300	0.4%	12,500	1.0%	3,600	0.3%	1,800	0.1%	400	-	-	-	59,200	4.9%
£50.01 - £75.00	12,100	1.0%	32,400	2.7%	7,300	0.6%	15,200	1.3%	5,200	0.4%	2,900	0.2%	1,200	0.1%	100	-	76,300	6.3%
£75.01 - £100.00	3,200	0.3%	10,400	0.9%	2,700	0.2%	4,800	0.4%	1,800	0.2%	1,300	0.1%	800	0.1%	100	-	25,200	2.1%
£100.01 - £125.00	500	-	3,500	0.3%	1,500	0.1%	1,600	0.1%	600	-	500	-	400	-	100	-	8,600	0.7%
£125.01 - £150.00	100	-	900	0.1%	800	0.1%	600	-	200	-	200	-	200	-	100	-	3,100	0.3%
£150.01 - £200.00	100	-	500	-	600	0.1%	500	-	100	-	100	-	100	-	100	-	2,100	0.2%
£200.01 - £250.00	-	-	100	-	100	-	200	-	-	-	-	-	-	-	-	-	600	-
Over £250.01	-	-	100	-	100	-	200	-	-	-	-	-	100	-	-	-	500	-
<b>Total</b>	<b>215,600</b>	<b>17.9%</b>	<b>329,900</b>	<b>27.4%</b>	<b>155,600</b>	<b>12.9%</b>	<b>312,200</b>	<b>25.9%</b>	<b>91,800</b>	<b>7.6%</b>	<b>60,500</b>	<b>5.0%</b>	<b>35,700</b>	<b>3.0%</b>	<b>5,000</b>	<b>0.4%</b>	<b>1,206,300</b>	<b>100.0%</b>

Notes:

- Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - Includes all cases with a positive outstanding arrears value.
  - Maintenance Direct cases with arrears are included in this table. Maintenance Direct cases are only classed as contributing towards these arrears if a receipt is received via the collection service.
- Figures for weekly assessment are derived by converting quarterly liability value to a weekly amount.
  - Weekly assessment values have been set to 0 for all cases with no current assessment or no ongoing assessment.
  - This table is cases with arrears at the end of the quarter and therefore will match page 33 (table 11) but will differ to the number of cases with an arrears liability on page 31 (table 10).
- Cases which have been recorded as maintenance direct have had the weekly assessment set to the value of the weekly assessment amount.
- Development work has been carried out to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. This has resulted in a 0.2% reduction in the number of cases with arrears and the amount of outstanding maintenance arrears.

Similarly, the majority of the amount of arrears owed is on cases with no assessment, i.e. cases assessed as having a nil liability or no liability at all (Arrears only cases). In line with our Arrears Strategy: [Preparing for the future, tackling the past: Child Maintenance – Arrears and Compliance Strategy 2012 – 2017](#), our operational priority of the statutory service is to collect money for children who will benefit from regular on-going maintenance payments today, rather than prioritising the pursuit of historic arrears in cases where the children have now grown up.

- 58.2% of cases with arrears owe less than £1,000, this makes up 5.3% of the total value of arrears owed.

**Table 13: Amount of Arrears owed by Weekly Liability – June 2015**

Weekly Liability (£)(2)	Under £100 (£000's)(1)	% of Total Amount of Arrears	£100 - £499.99 (£000's)(1)	% of Total Amount of Arrears	£500 - £999.99 (£000's)(1)	% of Total Amount of Arrears	£1,000 - £4,999.99 (£000's)(1)	% of Total Amount of Arrears	£5,000 - £9,999.99 (£000's)(1)	% of Total Amount of Arrears	£10,000 - £19,999.99 (£000's)(1)	% of Total Amount of Arrears	£20,000 - £49,999.99 (£000's)(1)	% of Total Amount of Arrears	£50,000 and Over (£000's)(1)	% of Total Amount of Arrears	Total (£000's)(1)	% of Total Amount of Arrears
No Assessment	£4,368	0.1%	£42,417	1.1%	£67,013	1.7%	£473,512	12.3%	£455,274	11.8%	£661,798	17.2%	£933,092	24.3%	£304,161	7.9%	£2,941,635	76.5%
£5 and Under	£1,087	-	£12,340	0.3%	£19,232	0.5%	£77,916	2.0%	£38,199	1.0%	£25,013	0.7%	£11,228	0.3%	£1,189	-	£186,203	4.8%
£5.01 - £10.00	£179	-	£808	-	£1,229	-	£7,777	0.2%	£5,162	0.1%	£5,712	0.1%	£5,782	0.2%	£930	-	£27,578	0.7%
£10.01 - £20.00	£554	-	£1,670	-	£2,645	0.1%	£18,475	0.5%	£11,369	0.3%	£7,881	0.2%	£4,447	0.1%	£551	-	£47,592	1.2%
£20.01 - £30.00	£799	-	£3,711	0.1%	£4,249	0.1%	£33,115	0.9%	£27,174	0.7%	£21,852	0.6%	£5,708	0.1%	£731	-	£97,340	2.5%
£30.01 - £40.00	£809	-	£5,736	0.1%	£4,938	0.1%	£38,127	1.0%	£29,579	0.8%	£27,029	0.7%	£9,076	0.2%	£1,167	-	£116,461	3.0%
£40.01 - £50.00	£638	-	£5,385	0.1%	£3,818	0.1%	£30,386	0.8%	£25,194	0.7%	£23,981	0.6%	£11,725	0.3%	£868	-	£101,996	2.7%
£50.01 - £75.00	£683	-	£8,175	0.2%	£5,204	0.1%	£37,485	1.0%	£36,390	0.9%	£40,130	1.0%	£33,356	0.9%	£3,338	0.1%	£164,761	4.3%
£75.01 - £100.00	£220	-	£3,150	0.1%	£1,917	-	£11,626	0.3%	£13,339	0.3%	£18,916	0.5%	£23,571	0.6%	£5,490	0.1%	£78,230	2.0%
£100.01 - £125.00	£25	-	£1,024	-	£970	-	£3,644	0.1%	£4,326	0.1%	£7,619	0.2%	£11,959	0.3%	£8,574	0.2%	£38,141	1.0%
£125.01 - £150.00	£6	-	£230	-	£548	-	£1,404	-	£1,421	-	£3,185	0.1%	£5,749	0.1%	£6,361	0.2%	£18,903	0.5%
£150.01 - £200.00	£3	-	£127	-	£454	-	£1,062	-	£1,018	-	£2,201	0.1%	£4,464	0.1%	£6,455	0.2%	£15,785	0.4%
£200.01 - £250.00	-	-	£35	-	£107	-	£294	-	£262	-	£510	-	£1,638	-	£2,322	0.1%	£5,168	0.1%
Over £250.01	-	-	£27	-	£43	-	£347	-	£248	-	£474	-	£2,058	0.1%	£2,381	0.1%	£5,579	0.1%
<b>Total</b>	<b>£9,373</b>	<b>0.2%</b>	<b>£84,835</b>	<b>2.2%</b>	<b>£112,367</b>	<b>2.9%</b>	<b>£735,170</b>	<b>19.1%</b>	<b>£648,955</b>	<b>16.9%</b>	<b>£846,302</b>	<b>22.0%</b>	<b>£1,063,854</b>	<b>27.7%</b>	<b>£344,518</b>	<b>9.0%</b>	<b>£3,845,372</b>	<b>100.0%</b>

Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Includes all cases with a positive outstanding arrears value.
  - c. Maintenance Direct cases with arrears are included in this table. Maintenance Direct cases are only classed as contributing towards these arrears if a receipt is received via the collection service.
- 2)
  - a. Figures for weekly assessment are derived by converting quarterly liability value to a weekly amount.
  - b. Weekly assessment values have been set to 0 for all cases with no current assessment or no ongoing assessment.
  - c. Cases which have been recorded as maintenance direct have had the weekly assessment set to the value of the weekly assessment amount.
- 3) Development work has been carried out to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. This has resulted in a 0.2% reduction in the number of cases with arrears and the amount of outstanding maintenance arrears.

## Outstanding Arrears by Date of Last Payment

This shows the number of cases that last made a payment towards arrears in each quarter.

The proportion of cases paying in the quarter to June 2015 is broadly in line with previous quarters. There has been a continuous reduction in cases that have never paid<sup>(2)</sup>.

- 18.1% of cases with arrears made a contribution in the quarter to June 2015.
- 54.6% of cases have not made a payment towards outstanding arrears since January 2012.

**Table 14: Outstanding Arrears by Date of Last Payment**

Number of Cases:	Arrears Banding <sup>(1)</sup>							£50,000 and Over	Total
	Under £100	£100 - £499.99	£500 - £999.99	£1,000 - £4,999.99	£5,000 - £9,999.99	£10,000 - £19,999.99	£20,000 - £49,999.99		
Last paid quarter to Jun 15	48,600	78,000	24,600	44,700	11,900	6,900	3,000	300	218,100
Last paid quarter to Mar 15	20,500	32,700	10,800	14,000	2,600	1,300	400	-	82,300
Last paid quarter to Dec 14	9,000	14,500	5,600	8,400	1,600	700	300	-	40,100
Last paid quarter to Sep 14	5,600	10,400	4,400	7,700	1,500	700	300	-	30,500
Last paid quarter to Jun 14	3,000	7,100	3,800	7,300	1,400	600	300	-	23,500
Last paid quarter to Mar 14	4,000	7,200	3,800	7,400	1,500	700	300	-	24,900
Last paid quarter to Dec 13	2,300	4,600	2,600	5,500	1,200	600	200	-	17,100
Last paid quarter to Sep 13	2,500	4,400	2,600	5,400	1,300	600	200	-	17,100
Last paid quarter to Jun 13	2,200	3,900	2,500	5,200	1,300	600	300	-	16,000
Last paid quarter to Mar 13	2,600	5,100	3,300	6,400	1,600	700	300	-	19,900
Last paid quarter to Dec 12	2,000	3,500	2,200	4,600	1,300	600	300	-	14,600
Last paid quarter to Sep 12	2,000	3,400	2,100	4,400	1,200	600	300	-	14,100
Last paid quarter to Jun 12	1,900	3,500	2,300	4,600	1,300	700	300	-	14,600
Last paid quarter to Mar 12	2,000	3,500	2,200	4,600	1,400	600	300	-	14,600
Never paid <sup>(2)</sup>	107,400	148,000	83,000	182,000	60,700	44,500	29,100	4,300	658,900
<b>Total Cases</b>	<b>215,600</b>	<b>329,900</b>	<b>155,600</b>	<b>312,200</b>	<b>91,800</b>	<b>60,500</b>	<b>35,700</b>	<b>5,000</b>	<b>1,206,300</b>

Notes:

1)

- Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- Figures in the total column may differ to the breakdown totals due to rounding.
- This table looks at the number of cases with arrears at the end of the quarter and when a payment towards arrears has been received and will therefore differ from the number of cases paying towards arrears on page 30 (table 10) which looks at the number of cases with arrears at the end of the previous quarter.
- Maintenance direct cases with arrears are include within these tables, these cases are only classed as paying towards arrears if a receipt has been received via the collection service.

2) Data only available from January 2012, if no payments have been made after this date the case will be classed as 'Never Paid'.

3) Development work has been carried out to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. This has resulted in a 0.2% reduction in the number of cases with arrears and the amount of outstanding maintenance arrears.

## Arrears Distribution

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

The arrears banding by caseload and value has remained consistent with the latest quarters.

- 58.2% of the arrears caseload owe less than £1,000
- Arrears of over £10,000 make up 58.7% of the total value of outstanding arrears.

**Table 15: Arrears Distribution**

Arrears Band	Arrears Caseload (%): Value of Arrears (%):	
	June 15 <sup>(1,2)</sup>	June 15 <sup>(1)</sup>
Under £100	17.9%	0.2%
£100 to £499.99	27.4%	2.2%
£500 to £999.99	12.9%	2.9%
£1,000 to £4,999.99	25.9%	19.1%
£5,000 to £9,999.99	7.6%	16.9%
£10,000 to £19,999.99	5.0%	22.0%
£20,000 to £49,999.99	3.0%	27.7%
£50,000 and over	0.4%	9.0%

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) A case is counted in the arrears caseload if they have outstanding arrears at the end of the quarter.
- 3) Development work has been carried out to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. This has resulted in a 0.2% reduction in the number of cases with arrears and the amount of outstanding maintenance arrears.

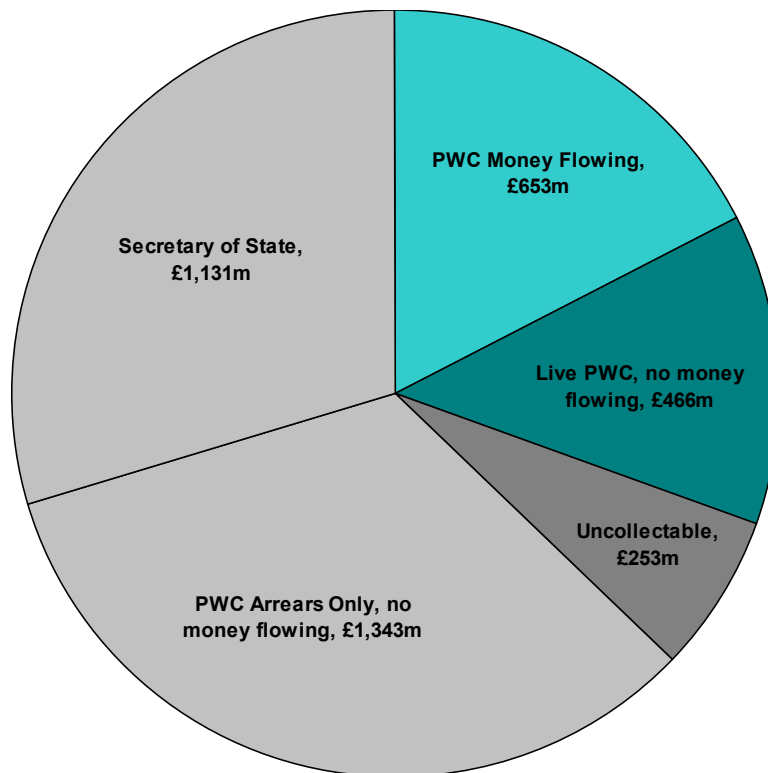
## Arrears Segmentation

This table 'segments' the total outstanding arrears into various categories linked to the Agency's Arrears Strategy.

The level of arrears on priority cases where a child could still benefit has decreased in the latest quarter from £1,178m to £1,119m. The arrears on cases where money is flowing has also decreased by £19m in the same period.

Arrears owed to the Secretary of State is on a continued downward trend as very few arrears of this type can now accrue due to the removal of the compulsion on parents with care who are claiming benefits to use the CSA to collect maintenance payments.

**Graph 8: Arrears Segmentation – June 2015**



**Table 16: Arrears Segmentation**

Quarter:	Total Arrears <sup>(1,2)</sup>	Uncollectable <sup>(1,2,3)</sup>	Secretary of State <sup>(1,2,4)</sup>	Parent with Care Arrears Only, no money flowing <sup>(1,2,5)</sup>	Priority Cases <sup>(1,2,5,6)</sup>		
					Parent with Care Arrears Only, money flowing <sup>(5)</sup>	Live Parent with Care, money flowing <sup>(5)</sup>	Live Parent with Care, no money flowing <sup>(5)</sup>
Jun-12	£3,816m	£223m	£1,355m	£1,036m	£128m	£554m	£519m
Sep-12	£3,824m	£231m	£1,335m	£1,056m	£128m	£551m	£522m
Dec-12	£3,791m	£237m	£1,290m	£1,029m	£118m	£568m	£548m
Mar-13	£3,806m	£242m	£1,275m	£1,048m	£114m	£580m	£547m
Jun-13	£3,818m	£244m	£1,260m	£1,061m	£110m	£590m	£553m
Sep-13	£3,838m	£250m	£1,250m	£1,077m	£110m	£592m	£559m
Dec-13	£3,851m	£256m	£1,239m	£1,101m	£110m	£586m	£558m
Mar-14	£3,849m	£255m	£1,210m	£1,137m	£111m	£589m	£548m
Jun-14	£3,850m	£251m	£1,166m	£1,174m	£110m	£593m	£555m
Sep-14	£3,842m	£247m	£1,158m	£1,200m	£107m	£582m	£547m
Dec-14	£3,849m	£248m	£1,149m	£1,231m	£108m	£573m	£539m
Mar-15	£3,850m	£251m	£1,141m	£1,281m	£109m	£563m	£506m
Jun-15	£3,845m	£253m	£1,131m	£1,343m	£111m	£542m	£466m

Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Arrears allocated to groups on a hierarchical basis into priority segments for collection.
- 2) Development work has taken place to align the total arrears figures with the outstanding arrears figures quoted elsewhere in the publication. This has been implemented back to June 2012, so figures may differ slightly to previous releases. Due to the availability of historical data sources, some categories are based on the nearest period for which data is available.
- 3) Uncollectable arrears defined as arrears on cases where the non-resident parent or parent with care is deceased, where the arrears are deferred or where the arrears are classed as Interim Maintenance Assessment Gap (money that cannot be collected due to it not being covered by legislation).
- 4) Secretary of State arrears are Child Maintenance arrears which are owed to the Government. Arrears owed to the Secretary of State cannot be identified for cases managed off system.
- 5)
  - a. Parent with care arrears are owed by the non-resident parent to the parent with care.
  - b. Arrears only cases are those where no ongoing child maintenance liability exists.
  - c. Live Parent with care cases are defined as a live case which is open and has qualifying children on the case.
  - d. Money flowing is where maintenance has been received in the quarter and includes those cases where any child maintenance is being paid by the non-resident parent, either ongoing maintenance and / or arrears of maintenance.
- 6) Priority cases are where money is either flowing or where a child could benefit.
- 7) For further information, please see the [Child Maintenance Arrears Strategy](#).
- 8) Development work has been carried out to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. This has resulted in a 0.2% reduction in the number of cases with arrears and the amount of outstanding maintenance arrears.

## Enforcement

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

There has been a reduction across enforcement activities in the last year, with the exception of Lump Sum and Regular Deduction Orders, as the focus has been taking the right action on cases to secure compliance. In line with our Arrears Strategy: [Preparing for the future, tackling the past: Child Maintenance – Arrears and Compliance Strategy 2012 – 2017](#), our operational priority of the statutory service is to collect money for children who will benefit from regular on-going maintenance payments today, rather than prioritising the pursuit of historic arrears in cases where the children have now grown up.

- The number of Deduction from Earnings Orders/Requests issued between April 2014 and March 2015 was 43,340 compared to 67,240 between April 2013 and March 2014.
- The number of Lump Sum and Regular Deduction Orders authorised has decreased to 1,660 authorised during the period April 14 to March 15 which is up from 1,715 in the period April 13 to March 14.



**Table 17: Enforcement**

	Apr 2007 - Mar 2008	Apr 2008 - Mar 2009	Apr 2009 - Mar 2010	Apr 2010 - Mar 2011	Apr 2011 - Mar 2012	Apr 2012 - Mar 2013	Apr 2013 - Mar 2014	Apr 2014 - Mar 2015	Year to Date Apr 2015 - May 2015
<b>England, Wales and Scotland</b>									
<b>Civil Enforcement Actions</b>									
<b>Deduction from Earnings Orders/Requests (DEO/R) <sup>(1)</sup></b>									
Total issued	74,550	66,705	64,835	63,060	62,740	78,770	67,240	43,300	6,550
Number of active DEO/R	153,855	148,385	140,900	140,125	141,690	189,885	184,070	162,350	158,710
Total value received from DEO/R (£m)	277	312	299	285	288	329	330	295	44
Compliance at end of period (%)	76	78	82	81	82	87	88	89	91
<b>Deduction Orders <sup>(2)</sup></b>									
Number of Cases where disclosure requests sent	-	-	1,795	4,355	3,980	5,250	6,310	3,400	715
Total number of Cases deselected at disclosure stage	-	-	1,230	3,270	2,925	2,900	4,830	2,110	200
Number of Lump Sum Deduction Orders authorised <sup>(3)</sup>	-	-	165	375	430	565	660	570	65
Total value of funds secured by Lump Sum Deduction Order (£)	-	-	641,390	1,346,180	1,214,250	1,582,980	1,800,425	1,593,585	186,740
Total value received from Lump Sum Deduction Order (£)	-	-	378,575	968,035	1,263,465	1,396,815	1,494,495	1,636,770	228,150
Number of Regular Deduction Orders authorised	-	-	170	385	715	820	1,055	1,090	100
Total value of Regular Deduction Orders authorised (£)	-	-	1,522,625	3,425,815	4,966,070	5,215,735	8,456,475	10,285,235	955,395
Total value received from Regular Deduction Order (£)	-	-	79,950	245,360	531,370	634,800	891,580	1,436,115	222,720
Total disclosures in progress	-	-	460	370	265	920	325	330	390
<b>Liability Orders <sup>(4)</sup></b>									
Number Applied for	21,175	28,360	26,830	19,365	19,390	19,415	13,295	6,425	940
Number Granted	17,755	24,675	23,485	18,510	17,080	15,660	12,410	5,755	870
Number Withdrawn / Dismissed	1,215	1,055	845	1,055	1,205	1,215	1,185	500	70
<b>Distress Actions (E&amp;W) <sup>(5)</sup></b>									
Number of Bailiff referrals	14,765	18,380	14,270	11,325	13,645	13,365	8,930	4,235	650
<b>Charge for Payment (Scotland) <sup>(6)</sup></b>									
Number Sent	1,190	2,015	1,320	880	645	625	460	305	40
Number Served	950	1,805	1,195	1,150	655	565	435	255	20
<b>Charging Orders (E&amp;W) <sup>(7)</sup></b>									
Number Applied for	1,735	2,480	2,800	2,210	3,235	2,415	1,815	960	125
Number Granted	1,125	1,545	1,695	1,730	2,480	2,055	1,465	810	80
Number Withdrawn	365	285	315	180	105	90	60	35	-
<b>Orders for Sale (E&amp;W) <sup>(8)</sup></b>									
Number referred for consideration	-	105	335	405	505	595	355	235	20
Number Withdrawn / Other closure	-	5	90	165	345	365	355	235	25
Full Order for Sale Granted	-	15	35	75	60	80	65	30	5
Number paid before Full Order for Sale	-	10	60	120	125	95	125	80	10
<b>Bill of Inhibition (Scotland) <sup>(9)</sup></b>									
Number issued	1,045	1,745	900	665	405	300	200	110	35
Number successful	20	25	15	385	370	260	175	80	15
<b>Committals <sup>(10)</sup></b>									
Order to Pay only	90	125	115	65	40	5	-	-	-
Suspended Committal sentences	480	580	760	1,010	1,030	245	-	-	-
Committal Sentences	25	45	45	40	30	10	-	-	-
Suspended driving license disqualification sentences	15	45	75	165	250	55	-	5	-
Driving license disqualification sentences	5	5	10	30	45	5	-	-	-
<b>Recovery from Deceased Estate <sup>(11)</sup></b>									
Cases referred to DWP for action	-	-	15	1,040	1,140	910	865	755	85
Total value of debt referred to DWP (£)	-	-	98,840	5,721,910	5,965,445	5,458,095	4,673,020	4,418,080	376,925
Number of cases with debt recovered by DWP	-	-	-	60	125	110	115	80	10
Total value of debt recovered by DWP (£)	-	-	-	242,495	402,130	489,540	451,910	297,300	43,870
<b>Criminal Enforcement Actions</b>									
<b>Prosecutions <sup>(12)</sup></b>									
Section 32(8) - Action taken for failure to implement a DEO request	-	40	100	185	85	60	15	10	-
Section 14(A)2 - Action taken for Misrepresenting evidence (Fraud)	-	10	30	40	55	60	15	10	-
Section 14(A)3 - Failure to provide evidence	-	1,390	1,610	750	415	40	15	-	-

**Notes:**

- 1)
  - a. Deductions from Earnings Orders/Requests (DEO/R's) are where the Agency makes a request to an employer to deduct maintenance directly from the earnings of a non resident parent. The stock of DEO/R's and number of new DEO/R's set up only include those administered on the CS2 and CSCS computer systems and exclude those administered off system. The value of maintenance collected from DEO/R's is calculated by summing receipts of maintenance in a month on all cases with a DEO/R in place at the end of the month. Due to timing in setting up a DEO/R, this may include some receipts that were collected by other methods. The monthly amounts are then summed to give annual figures.
  - b. DEO/R figures for April 2012 onwards have been calculated based on a new methodology.
  - c. Total number of DEO/R's issued is the live caseload in which a new DEO/R has been applied. A new DEO/R has been identified by comparing the current quarter to the previous quarter, if a DEO/R did not exist on the previous quarter but does on the current quarter then this has been classed as a new DEO/R being issued.
  - d. Number of active DEO/Rs is the live caseload where a DEO/R in place.
  - e. Total value received from a DEO/R is the sum of the receipts on the live caseload where a DEO/R is in place.
  - f. Percentage Compliance is calculated on the number of cases contributing towards a current liability and has a DEO/R in place.
- 2) Deduction Orders are where the Agency applies to deduct maintenance directly from a non resident parent's bank/building society account, following non payment of maintenance. There are two types of deduction order, a regular deduction order which deducts a regular fixed amount in respect of either regular maintenance and/or arrears and a lump sum deduction order which initially freezes, and later deducts a lump sum amount solely in respect of arrears. A deduction order is made through an administrative process, which means an application to court is not required before the order can be made. Disclosure requests are sent to banks and building societies to obtain financial information. A disclosure request is sent to every bank/building society which holds an account attached to a case, therefore there can be multiple disclosure requests issued for each case.
- 3) Authorised – This stage of the process is where the deduction order has been approved by a senior colleague and sent to the bank/building society.  
Secured – This stage, in respect of lump sum deduction orders only, is where the interim lump sum deduction order has been sent to the bank/building society and the monies have been secured, but they have not yet been sent to the Commission.  
Deduction orders were introduced in August 2009.
- 4) A liability order is a document obtained from the court showing that they legally recognise that the debt is owed. This is the same in England, Wales and Scotland. This is required before the Agency can use litigation powers (Diligence in Scotland). A liability order

is counted as applied for when a court date is assigned for the application to be made. Some cases which have had liability orders applied for are still going through the liability order process, and awaiting an outcome.

- 5) 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). Number of Bailiff Referrals is sourced directly from external providers. 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. An attachment notice is served directly to the non resident parent by a Sheriff's Officer.
- 6) A charge for payment is a Scottish action only. This is where, once the debt has been legally recognised via a Liability Order, the Agency refers the case to Sheriff Officers to serve, in person, the charge for payment to the non resident parent.
- 7) Charging orders in England & Wales are where a County Court Order for the legally recognised debt is attached to the equity of a non-resident parent's property. A charging order is counted as applied for at the point the application is lodged at the County Court. Some cases which have a charging order applied for are still going through the charging order process and awaiting an outcome.
- 8) Order for sale action can be taken once a final charging order has been granted against a property owned or jointly owned by the NRP. Through the Agency's external supplier action will be taken to secure payment, if full payment is not made and there is evidence of equity an application may be made to the court for an order for sale. The Agency may seek to take possession of a property if there is evidence of equity and it this action is deemed to be the most appropriate to secure the child support arrears owed. The Order for Sale process is complex and, as a result, the time taken between a referral and achieving an outcome can be significant. Information on Orders for Sale is only available from July 2008.
- 9) Bills of Inhibition in Scotland do not attach directly to the non-resident parent's property, but are personal prohibitions preventing heritable property being transferred, alienated or disposed of by the non-resident parent. A bill of inhibition is counted as applied for when an instruction for Inhibition is sent to the Solicitors. Some cases which have had a bill of inhibition sent for are still going through the bill of inhibition process.
- 10) An order to pay is where the Magistrate grants a custodial prison sentence, suspended on condition that the non resident parent makes payment. Committal information includes both actual and suspended committal sentences and driving licence disqualifications following non payment of child maintenance.
- 11) Recovery from Deceased Estates is where the Agency and parent with care seek to recover arrears of child maintenance from the estate of a non resident parent. The difference between the number of cases referred to DWP and cases with debt recovered reflects the duration and complexity of the Recovery from Estates process. This process can take two years or more to complete for probate to be granted and the estate to be distributed. Recovery from Deceased Estates powers came into effect in January 2010.
- 12) Prosecutions involve the threat and/or the use of criminal fines where an individual or organisation commits a criminal offence under child support law. Example offences include failure to provide information requisition, misrepresentation of information, and/or failure to comply with a deduction from earnings order. Information on prosecutions is only available from April 2008.
- 13) Development work has been carried out to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. This has resulted in a 0.2% reduction in the number of cases with arrears and the amount of outstanding maintenance arrears. This only affects active DEO/R and value received.

## Appeals

This shows the number of appeals, where a client challenges the maintenance decision, and time taken to deal with appeals.

From October 2013 Mandatory Reconsiderations have been introduced into the appeals process. This is where the Child Maintenance Service will look again at the entire decision before a client can appeal against it. More details on the change to the Appeals process can be found on page 48. The number of Appeals received for decisions made prior to 28/10/13 is on the gradual decline as we start to see an increase in the number of Appeals received for decisions post 28/10/13.

The average end to end process time taken to clear an appeal<sup>(6)</sup> has increased since April 2007. This is due to increased workload from DWP and the knock on effect of the increased time taken for a hearing to be arranged and decision to be made by the Jurisdiction, which is outside Agency control.

- The number of Appeals received during 2014-2015 was 1,460, a decrease of 2,065 on the number received during 2013-2014 and the lowest figure since 2007-2008.
- The number of appeals being submitted to the Tribunal Service has reduced by 84% from March 2014 where it was 3,025 to March 2015 where it stands at 495. This reduction is in line with the decrease of Appeals received in respect of decisions made Pre 28/10/13.

**Table 18: Appeals**

	Financial Year								Rolling 12 month period
	Apr 2007 - Mar 2008	Apr 2008 - Mar 2009	Apr 2009 - Mar 2010	Apr 2010 - Mar 2011	Apr 2011 - Mar 2012	Apr 2012 - Mar 2013	Apr 2013 - Mar 2014	Apr 2014 - Mar 2015	Jul 2014 - Jun 2015
<b>CSA Appeals received<sup>(1)</sup></b>									
1993 Scheme	3,075	2,990	2,200	1,515	1,270	845	380	65	45
2003 Scheme	4,210	4,845	4,115	4,105	5,080	4,605	2,975	345	250
Departure Appeals	525	470	430	335	160	160	70	5	-
<b>Total Appeals Received in respect of Decisions made Pre 28/10/13</b>	-	-	-	-	-	-	3,425	415	295
Appeals Received in respect of Decisions made Post 28/10/13 <sup>5</sup>	-	-	-	-	-	-	100	1,045	1,130
<b>Overall Appeals received</b>	<b>7,812</b>	<b>8,304</b>	<b>6,750</b>	<b>5,958</b>	<b>6,510</b>	<b>5,605</b>	<b>3,525</b>	<b>1,460</b>	<b>1,420</b>
<b>Outcomes - Decisions Pre 28/10/13<sup>(1)</sup></b>									
Revised <sup>(2)</sup>	1,685	1,740	1,425	1,180	1,460	1,245	845	60	30
Withdrawn <sup>(3)</sup>	1,165	1,370	1,235	805	1,235	1,015	615	30	20
Submitted to Tribunal Service <sup>(4)</sup>	4,400	5,250	4,040	3,885	3,840	4,080	3,025	495	320
<b>Average time taken to clear (weeks) - Stage 1<sup>6</sup></b>	<b>8.5</b>	<b>10.7</b>	<b>7.5</b>	<b>6.9</b>	<b>8.7</b>	<b>7.7</b>	<b>7.4</b>	<b>6.9</b>	<b>6.5</b>
<b>Outcomes - Decisions Post 28/10/13<sup>(1)</sup></b>									
Revised <sup>(2)</sup>	-	-	-	-	-	-	10	120	135
Withdrawn <sup>(3)</sup>	-	-	-	-	-	-	-	25	25
Submitted to Tribunal Service <sup>(4)</sup>	-	-	-	-	-	-	35	890	1,015
<b>Average time taken to revise a Maintenance calculation following a decision from The Tribunal Service - Stage 3<sup>(1,6)</sup></b>									
Average time taken in weeks	0.3	0.8	0.7	0.6	0.6	0.6	0.6	0.5	0.5
Average time taken in days	2.3	5.9	5.2	4.2	4.2	4.4	4.3	3.7	3.8
<b>Average time taken to clear the end to end process (weeks)<sup>(1,6)</sup></b>	<b>20.0</b>	<b>21.8</b>	<b>25.7</b>	<b>28.4</b>	<b>30.9</b>	<b>32.5</b>	<b>35.9</b>	<b>62.1</b>	<b>70.9</b>

Notes:

- 1) Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system. Figures may not sum to totals due to rounding.
- 2) Revised – Where an original decision has been found to be incorrect during the appeals process and is revised. If the new decision is to the financial advantage of the appellant then the appeal lapses and all appeals action is complete.
- 3) Withdrawn - The appellant may decide at any point during the appeal process that they no longer wish to proceed with the appeal and request it to be withdrawn.
- 4) Submitted to Tribunal Service - When an application decision is disputed and is reconsidered, but the applicant is still not satisfied with the outcome.
- 5) Appeals data for decisions made post 28/10/13 is unable to be broken down by scheme and departure appeals.
- 6) Clearance times are based only on Appeals decisions pre 28/10/13.
- 7) Outcomes of Appeals are published within Table 1.2d of the Tribunal Services Quarterly Summary of Statistics tables. Details can be obtained by following: <http://www.justice.gov.uk/downloads/statistics/tribs-stats/tribs-tables-q3.xls>.

## Complaints

*This shows how many complaints the Agency receives and manages each month.*

There has been a gradual reduction in the number of Complaints received on a quarterly basis.

- 1,510 complaints were received in the quarter to June 2015, a decrease of 240 when compared to March 2015.

**Table 19: Complaints**

Quarter Ending:	Number of Complaints Received <sup>(1)</sup>	Total Closures <sup>(1)</sup>	Uncleared Work <sup>(1)</sup>	% of complaints fully resolved or had a resolution plan in place within 15 days <sup>(1)</sup>
<b>Mar-12</b>	5,660	5,550	1,620	99.5%
<b>Jun-12</b>	4,970	4,840	1,770	99.3%
<b>Sep-12</b>	5,100	4,970	1,890	99.2%
<b>Dec-12</b>	5,290	5,190	1,860	99.4%
<b>Mar-13</b>	5,350	5,470	1,720	99.5%
<b>Jun-13</b>	4,170	4,410	1,540	99.6%
<b>Sep-13</b>	3,770	3,910	1,320	99.6%
<b>Dec-13</b>	3,820	3,720	1,480	99.5%
<b>Mar-14</b>	3,780	3,790	1,420	99.4%
<b>Jun-14</b>	2,830	3,250	1,030	99.7%
<b>Sep-14</b>	2,580	2,580	930	99.2%
<b>Dec-14</b>	2,190	2,490	630	99.8%
<b>Mar-15</b>	1,750	1,890	490	99.9%
<b>Jun-15</b>	1,510	1,560	460	99.6%

Notes:

1) The number of complaints received includes complaints at the resolution and review stage, and complaints handled off system.

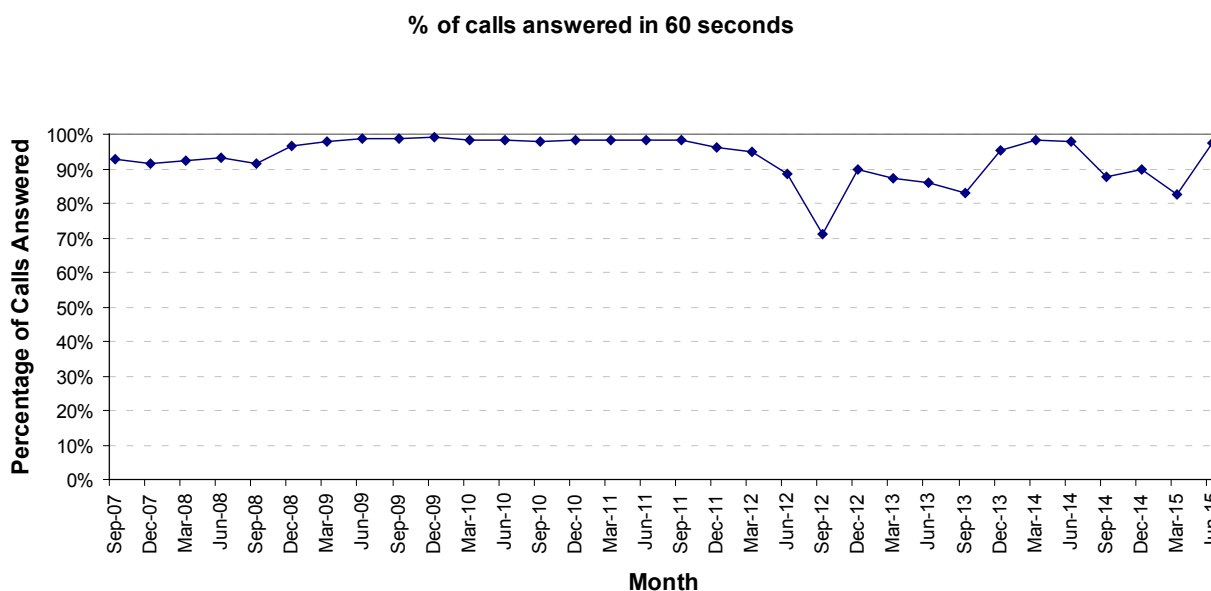
## Telephony Performance

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

The performance of telephone calls answered in 60 seconds has generally remained consistent since September 2007. The latest quarter shows an increase following slight decreases. The dip in telephony performance in September 2012 is attributable to the increase in connection companies targeting lines meaning a greater number of calls were being received on lines that were not resourced to cope with the customer demand, resulting in a reduction in both calls answered and time to answer. A technical solution was implemented in October 2012.

- 298,500 telephone calls were answered in the 3 months to June 2015, with the calls answered from the queue in an average of **58** seconds. This compares to the 3 months to June 2014 where 559,400 telephone calls were answered, with the average waiting time of 12 seconds. In response to customer feedback we introduced a new telephony routing plan in May 2015. The new plan has allowed us to route more customers to caseworkers with the appropriate knowledge and skills to deal with their enquiry or progress their case. This change has improved the in-month time to taken to answer calls.
- The in month percentage of calls answered within 60 seconds was **97.6%** for June 2015. This is compared to a March 2015 figure of 82.5% and the June 2014 figure of 97.8%.
- The year to date position of calls answered within 60 seconds as at June 2015 was **90.3%**. The year to date position at June 2014 was 97.4%.

**Graph 9: Telephony Performance**



Notes:

- 1) Computer system enhancements were implemented in October 2008, with a higher proportion of calls now being routed direct to the caseworker dealing with that particular case.

## 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. In tables rounded to the nearest 5, this represents a figure of less than 5.

Caseload figures are rounded to the nearest 100.

Enforcement figures are rounded to the nearest 5.

Appeals figures are rounded to the nearest 5.

Complaints figures are rounded to the nearest 10.

Collections figures are rounded to the nearest £0.1m

Outstanding arrears figures are rounded to the nearest £1m.

### Data

CSCS data is a 100% download of all cases administered on the CSCS computer system. Updates are received at each month end.

CS2 data is a 100% download of all cases administered on the CS2 computer system. Updates are received on a daily basis and processed at each month end.

Cases operating under 2003 Scheme rules are recorded on the CS2 computer system. Those cases operating under 1993 Scheme rules are mainly recorded on CSCS with a proportion of transitional cases, recorded on the CS2 computer systems. Transitional cases are cases that still fall under CSCS rules but are processed on CS2 by Transitional Caseworkers.

Clerical Case Database is a 100% download of all cases administered off system. These cases are defined as cases which, due to technical issues, cannot be processed on the computer system or are cases with a manual payment. Cases with a manual payment are those that are processed on the computer system but payments to the parent with care have to be made manually.

Some of the measures from the above sources are subject to revision caused by late notifications on the system with intake, clearances and uncleared work the most affected. In most months retrospection has minimal impact, with measures being impacted typically by less than 50 cases in previous months. Tables affected by retrospective changes are footnoted throughout the publication.

Accuracy figures are based on checking a sample of cases that have had a new assessment carried out to ensure that specific elements of the case, such as the maintenance calculation, are correct. The accuracy information in this publication relates to the CS2 system only. In 2011/12 for cases administered on the CS2 system, this represented a sample of approximately 1.66% of the total population.

For further information please see the [Child Support Agency Quarterly Summary of Statistics Metadata](#) or [Information on Child Maintenance Administrative Data Sources](#). Information on the quality of these statistics can be found in the [Child Support Agency Quarterly Summary of Statistics Background Quality Report](#).

Detailed policy and methodology relating to the Child Support Agency Quarterly Summary of Statistics is available for reports [published prior to December 2013](#) and reports [published post December 2013](#).

More details on DWP policy statements including quality guidelines can be found [online](#).

### **A National Statistics Publication**

The UK Statistics Authority has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics.

Designation can be broadly interpreted to mean that the statistics:

- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods; and
- are managed impartially and objectively in the public interest.

Once statistics have been designated as National Statistics it is a statutory requirement that the Code of Practice shall continue to be observed.

### **2012 Scheme**

The Government is reforming the child maintenance system so that it provides support to enable parents to work together after a separation, not only on child maintenance arrangements, but on the whole range of issues faced following separation. Incentives are being introduced to encourage parents to think twice about whether they could set up a family-based child maintenance arrangement without automatically turning to the statutory child maintenance scheme.

For those parents who are not able to make their own family-based arrangement, the 2012 statutory maintenance scheme will be available.

The 2012 child maintenance scheme was introduced on 10 December 2012, using a pathfinder approach to new applicants with at least four qualifying children with the same two parents named in the application. On 29 July 2013 the 2012 Scheme opened to new applicants with at least two qualifying children with the same two parents named in the application. On 25 November 2013, the Scheme opened up to all new applicants.

The 1993 and 2003 statutory schemes will continue to be delivered by the Child Support Agency (CSA). From the 30th June the process to close 1993 and 2003 scheme cases began. This process is expected to take around 3 years.

Performance relating to the 2012 Scheme is not included in this publication.

Experimental Statistics on the [2012 Scheme](#) covering the period of August 2013 – May 2015 were published on 25 June 2015, and the next release covering the data up to August 2015 will be released in September/October 2015.

## **Changes in this QSS**

Development work has taken place to remove duplicate cases from reporting measures that were previously showing on both the CSCS computer system and Clerical Case Database. This accounts for approximately 0.2% of the total caseload as at March 2015, with the majority of measures remaining either unaffected or only marginally affected. The main differences are in the CSCS caseload figures, within the 'No liability/with arrears – not paying' caseload breakdown and the Outstanding Arrears figures. This has been impacted and figures restated back to March 2012.

## **Changes to future publications**

As the process of case closure is carried out, we expect that some tables will become less meaningful due to the impact of different categories of cases being closed. As the phases of case closure are progressed, additional commentary will be included to outline where the categories of cases are affecting performance measures.

## **Appeals Process**

A DWP wide change to the way in which clients can appeal against decisions was introduced under Section 102 of the Welfare Reform Act, these changes became effective from 28 October 2013.

The main Appeal Reform changes that impact child maintenance are:

- Mandatory Reconsideration from 28 October - where all decisions will be looked at before a client can appeal against it
- Direct Lodgement from 28 October 2013 - where it is appropriate for clients to appeal, they must appeal direct to HM Courts & Tribunals Service.

Changes will be reflected in future statistics, once Management Information on Mandatory Reconsiderations has been fully assured.

## **Upcoming Releases**

The next QSS containing data on 1993/2003 Schemes up to September 2015 is due to be released in October/November 2015. The exact date will be announced at least four weeks in advance on the [Statistical Release Calendar](#).

## **Help Us Improve Our Publication**

We are constantly aiming to improve this release and its associated commentary. We would welcome any feedback you might have.

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## Annex A

### **Table 20: Reasons for Case Closure Following Calculation**

*This shows a breakdown by reason for closure for all 2003 Scheme closures (including cancelled/withdrawn cases) following calculation.*

Proactive [Case Closure](#) of 1993 and 2003 Scheme cases began on 30 June 2014, primarily notifying nil assessed cases that their child maintenance arrangement will be ending. The case closure process takes around six months from initial contact to closure of a case.

The impact of case closure can now be seen in the total number of closures, with an increase starting in March 2015. The closure of these cases are shown in the other category in the table below.

The increase in the number of closures in the 'Other' category since December 2013 is largely due to the last qualifying child on cases reaching the age of 20, hence their liabilities are ending. The increase from March 2015 is mainly due to the case closure process of 2003 scheme cases.

Quarter Ending:	Total Closures following Calculation <sup>(1,2)</sup>	Application not pursued by Applicant <sup>(1,2)</sup>	Application Not Eligible / No Longer Valid <sup>(1,2)</sup>	Application Superseded <sup>(1,2)</sup>	Reconciliation <sup>(1,2)</sup>	Other <sup>(1,2,3)</sup>
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	4,100	1,100	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
Jun-10	7,500	3,300	3,000	100	800	400
Sep-10	8,900	2,900	4,700	-	900	400
Dec-10	9,300	3,200	4,900	-	700	400
Mar-11	10,300	3,800	4,800	-	1,100	600
Jun-11	8,500	3,300	3,900	-	800	500
Sep-11	11,400	3,300	6,700	-	800	600
Dec-11	10,600	3,400	5,900	-	800	500
Mar-12	10,200	3,900	5,000	-	800	400
Jun-12	8,600	3,100	4,400	-	700	400
Sep-12	10,700	3,500	6,100	-	600	400
Dec-12	11,100	3,300	6,600	-	600	600
Mar-13	10,500	3,800	5,400	-	700	600
Jun-13	9,200	3,700	4,200	-	700	600
Sep-13	12,300	3,800	7,200	-	600	800
Dec-13	12,800	3,900	6,800	-	600	1,500
Mar-14	14,100	4,100	5,800	-	600	3,700
Jun-14	12,900	4,200	4,900	-	500	3,300
Sep-14	14,900	4,700	7,700	-	400	2,100
Dec-14	14,400	4,300	7,300	-	500	2,400
Mar-15	27,800	4,500	6,300	-	500	16,600
Jun-15	63,400	2,900	5,100	-	400	55,100

Notes:

- 1) Figures are against 2003 statutory maintenance service only, including cases managed off system.
- 2)
  - a. 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.
  - b. 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.
  - c. Figures do not include performance of cases processed off system.
  - d. Figures only include cases closed after a maintenance calculation has taken place.
  - e. 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.
  - f. 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..
- 3) Closures included in the 'Other' category include all case closures where the reason differs from those specified in the table above.

**Table 21: Caseload Status**

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

Quarter Ending:	Total Caseload <sup>(1,2,9)</sup>	Live Caseload <sup>(1,3)</sup>	Current Liability <sup>(1,4)</sup>									No liability/with arrears <sup>(1,7)</sup>		No liability/no arrears <sup>(1,7)</sup>	
			Collection Service					Maintenance Direct <sup>(6)</sup>				Paying	Paying nothing	Paying	Paying nothing <sup>(9)</sup>
			Paying more than liability - no arrears	Paying more than liability - with arrears	Paying full liability <sup>(5,8)</sup>	Paying less than liability	Paying nothing	With additional payments - no arrears	With additional payments - with arrears	With no additional payments					
Mar-12	1,520,600	1,331,800	19,600	207,200	118,600	101,800	117,800	1,400	4,600	166,000	57,800	527,400	9,600	188,800	
Jun-12	1,523,600	1,338,000	14,900	204,000	123,200	106,500	118,200	1,300	4,200	167,200	57,000	532,800	8,800	185,600	
Sep-12	1,530,200	1,351,800	12,600	174,400	146,300	113,000	125,500	1,200	4,100	168,400	58,900	537,400	10,000	178,300	
Dec-12	1,540,700	1,365,400	14,700	195,500	123,400	116,900	131,000	1,400	4,000	173,400	55,800	539,200	10,100	175,300	
Mar-13	1,548,500	1,378,200	10,900	228,800	111,000	113,800	126,200	1,300	4,300	176,400	51,400	546,100	8,200	170,300	
Jun-13	1,561,400	1,392,900	13,300	191,900	158,300	107,800	127,100	1,200	4,200	179,500	48,200	553,700	7,600	168,600	
Sep-13	1,568,600	1,400,400	11,000	187,300	153,100	114,400	127,000	1,100	4,100	180,600	49,000	563,400	9,200	168,300	
Dec-13	1,563,700	1,398,300	9,900	186,500	141,200	115,300	120,600	900	4,100	181,200	47,200	581,800	9,600	165,400	
Mar-14	1,545,000	1,391,500	9,700	226,400	118,400	92,500	106,600	800	4,200	180,000	46,400	597,700	8,900	153,500	
Jun-14	1,527,500	1,377,100	8,900	196,400	136,300	90,100	98,300	600	4,200	178,800	44,800	610,900	7,900	150,300	
Sep-14	1,508,200	1,363,200	7,200	178,700	139,100	86,700	93,100	600	4,400	178,500	44,600	620,300	10,000	144,900	
Dec-14	1,485,700	1,348,300	8,000	176,300	126,700	81,000	86,800	500	4,200	178,500	42,700	633,700	9,700	137,500	
Mar-15	1,455,300	1,332,800	7,900	190,100	112,000	66,400	77,000	500	4,000	177,100	43,300	645,600	9,000	122,500	
Jun-15	1,402,800	1,315,100	8,300	178,300	112,500	58,000	72,600	400	3,800	175,100	41,600	655,700	8,700	87,700	

Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Figures include 1993 Scheme cases with a full or interim maintenance assessment as well as 2003 Scheme cases with a full maintenance calculation or default maintenance decision.
- 2) Total Caseload: The total number of cases on the CSA 2003 and 1993 Schemes, including cases managed off system.
- 3) Live Caseload: The total caseload minus cases with no current or ongoing liability, and no arrears and no payments are being made.
- 4) Current Liability: A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance).
- 5) 'Full Liability' includes those cases that have paid 90% or more of the accrued liability via the collection service within the quarter.
- 6) Maintenance Direct Cases are cases in which the maintenance calculation has been derived by the CSA (after assessment of the case) and the non-resident parent pays child maintenance directly to the parent with care. These cases are assumed to be fully meeting their current liability (since clients can come back to the CSA if there is a default on their payment or to request a revised calculation).
- 7)
  - a. No Current Liability: A case is classed as having 'No Current Liability' if it is open and currently has a nil liability but has at least one child of qualifying age, and therefore could have a positive liability in the future.
  - b. No Ongoing Liability: A case is classed as having 'No Ongoing Liability' if there is no longer a child maintenance interest on the case i.e. the case has been cancelled/withdrawn, or there are no longer any children of a qualifying age remaining on the case.
- 8) Development work has taken place to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. This accounts for approximately 0.2% of the total caseload, with the majority of measures remaining either unaffected or only marginally affected. These cases have been removed from the caseload figures from March 2012, which affects the 1993 Scheme caseload figures, mainly within the 'No liability/with arrears – not paying' caseload breakdown.

**Table 22: 2003 Scheme Caseload Status**

This shows the status of all 2003 Scheme cases with an assessment or calculation.

Quarter Ending:	Total Caseload <sup>(1,2,9)</sup>	Live Caseload <sup>(1,3)</sup>	Current Liability <sup>(1,4)</sup>					Maintenance Direct <sup>(6)</sup>			No liability/with arrears <sup>(1,7)</sup>		No liability/no arrears <sup>(1,7)</sup>	
			Paying more than liability - no Arrears	Paying more than liability - with arrears	Paying full liability <sup>(5,8)</sup>	Paying less than liability	Paying Nothing	With additional payments - no arrears	With additional payments - with arrears	With no additional payments	Paying	Paying nothing	Paying	Paying nothing <sup>(9)</sup>
Mar-12	957,100	870,200	17,800	186,100	79,800	94,600	106,400	1,300	4,100	138,100	25,700	210,900	5,400	86,900
Jun-12	975,300	887,000	13,700	186,000	84,600	99,400	108,500	1,200	3,800	140,600	25,900	218,400	5,000	88,300
Sep-12	995,900	906,800	11,700	158,500	108,000	106,600	116,500	1,200	3,700	143,300	27,200	224,500	5,800	89,100
Dec-12	1,015,900	927,800	13,600	179,200	87,500	110,400	122,100	1,300	3,700	149,000	25,400	229,700	6,000	88,100
Mar-13	1,035,300	945,700	10,200	211,700	75,800	108,200	117,800	1,200	3,900	152,200	22,800	236,900	5,000	89,600
Jun-13	1,055,300	965,300	12,500	177,600	121,700	102,500	119,100	1,200	3,900	155,700	21,100	245,100	4,800	90,000
Sep-13	1,068,500	976,600	10,400	174,400	118,300	108,700	119,200	1,000	3,900	157,000	22,800	254,800	6,200	91,900
Dec-13	1,070,100	979,900	9,400	174,100	110,100	110,100	113,200	800	3,800	158,000	22,200	271,600	6,600	90,200
Mar-14	1,060,100	978,400	9,100	213,600	89,000	88,300	99,900	800	4,000	158,000	22,900	286,900	5,900	81,700
Jun-14	1,050,800	969,500	8,300	185,800	107,500	85,600	92,100	600	4,000	158,000	22,700	299,500	5,400	81,200
Sep-14	1,040,400	960,500	6,800	168,500	112,500	83,100	87,200	500	4,200	158,800	23,300	308,700	6,900	79,900
Dec-14	1,027,900	951,000	7,500	167,500	102,800	77,700	81,500	500	4,000	159,900	22,400	320,300	6,800	76,900
Mar-15	1,010,200	940,900	7,400	181,300	91,100	63,600	72,300	400	3,800	159,800	24,100	331,100	5,800	69,400
Jun-15	974,900	929,200	7,900	170,700	94,700	55,400	68,400	400	3,600	158,900	23,000	340,900	5,200	45,700

- Notes:
- 1)
    - a. Figures are against the 2003 statutory maintenance service only, including cases managed off system. Figures exclude cases where the scheme in which the case is held cannot be identified (approximately 300 cases), therefore scheme breakdowns may not sum to overall Agency figures.
    - b. Figures include 2003 Scheme cases with a full maintenance calculation or default maintenance decision.
  - 2) Total Caseload: The total number of cases on the CSA 2003 Scheme.
  - 3) Live Caseload: The total caseload minus cases with no current or ongoing liability, no arrears and no payments are being made.
  - 4) Current Liability: A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance).
  - 5) 'Full Liability' includes those cases who have paid 90% or more of the accrued liability via the collection service or maintenance direct within the quarter.
  - 6) Maintenance Direct Cases are cases in which the maintenance calculation has been derived by the CSA (after assessment of the case) and the non-resident parent pays child maintenance directly to the parent with care. These cases are assumed to be fully meeting their current liability (since clients can come back to the CSA if there is a default on their payment or to request a revised calculation).
  - 7)
    - a. No Current Liability: A case is classed as having 'No Current Liability' if it is open and currently has a nil liability but has at least one child of qualifying age, and therefore could have a positive liability in the future.
    - b. No Ongoing Liability: A case is classed as having 'No Ongoing Liability' if there is no longer a child maintenance interest on the case i.e. the case has been cancelled/withdrawn, or there are no longer any children of a qualifying age remaining on the case.
  - 8) Development work has taken place to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. This accounts for approximately 0.2% of the total caseload, with the majority of measures remaining either unaffected or only marginally affected. These cases have been removed from the caseload figures from March 2012, which affects the 1993 Scheme caseload figures, mainly within the 'No liability/with arrears – not paying' caseload breakdown.

**Table 23: 1993 Scheme Caseload Status**

This shows the status of all 1993 Scheme cases with an assessment or calculation.

Quarter Ending:	Total Caseload <sup>(1,2,9)</sup>	Live Caseload <sup>(1,3)</sup>	Current Liability <sup>(1,4)</sup>					Maintenance Direct <sup>(6)</sup>			No liability/with arrears <sup>(1,7)</sup>		No liability/no arrears <sup>(1,7)</sup>	
			Paying more than liability - no arrears	Paying more than liability - with arrears	Paying full liability <sup>(5,8)</sup>	Paying less than liability	Paying Nothing	With additional payments - no arrears	With additional payments - with arrears	With no additional payments	Paying	Paying nothing	Paying	Paying nothing <sup>(9)</sup>
Mar-12	563,300	461,300	1,800	21,100	38,800	7,200	11,300	100	500	27,900	32,100	316,300	4,200	101,900
Jun-12	548,000	450,700	1,200	18,000	38,600	7,100	9,700	100	400	26,600	31,100	314,100	3,800	97,300
Sep-12	534,000	444,800	800	15,900	38,400	6,400	9,100	100	400	25,100	31,700	312,700	4,300	89,200
Dec-12	524,500	437,400	1,100	16,400	36,000	6,500	8,900	100	400	24,400	30,300	309,200	4,100	87,200
Mar-13	512,900	432,300	700	17,100	35,200	5,600	8,300	-	300	24,100	28,600	309,000	3,200	80,700
Jun-13	505,900	427,400	800	14,200	36,600	5,300	8,000	-	300	23,900	27,100	308,400	2,800	78,600
Sep-13	499,800	423,500	600	12,900	34,800	5,700	7,800	-	300	23,600	26,200	308,400	3,000	76,300
Dec-13	493,400	418,200	600	12,400	31,200	5,200	7,400	-	300	23,200	25,000	310,000	3,000	75,200
Mar-14	484,700	412,900	600	12,800	29,400	4,200	6,600	-	300	22,000	23,500	310,600	3,000	71,800
Jun-14	476,500	407,400	600	10,500	28,800	4,500	6,100	-	200	20,800	22,100	311,200	2,500	69,100
Sep-14	467,500	402,400	500	10,200	26,600	3,700	5,900	-	200	19,700	21,200	311,400	3,100	65,100
Dec-14	457,600	397,100	500	8,800	23,900	3,400	5,300	-	200	18,600	20,400	313,100	2,900	60,500
Mar-15	444,800	391,700	500	8,700	20,800	2,800	4,700	-	200	17,300	19,300	314,300	3,200	53,100
Jun-15	427,700	385,700	400	7,700	17,800	2,600	4,200	-	200	16,200	18,600	314,600	3,500	42,000

Notes:

- 1)
  - a. Figures are against the 1993 statutory maintenance service only, including cases managed off system. Figures excludes cases where the scheme in which the case is held cannot be identified (approximately 300 cases), therefore scheme breakdowns may not sum to overall Agency figures.
  - b. Figures include 1993 Scheme cases with a full or interim maintenance assessment.
- 2) Total Caseload: The total number of cases on the 1993 Scheme.
- 3) Live Caseload: The total caseload minus cases with no current or ongoing liability, no arrears and no payments are being made.
- 4) Current Liability: A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance).
- 5) 'Full Liability' includes those cases who have paid 90% or more of the accrued liability via the collection service or maintenance direct within the quarter.
- 6) Maintenance Direct Cases are cases in which the maintenance calculation has been derived by the CSA (after assessment of the case) and the non-resident parent pays child maintenance directly to the parent with care. These cases are assumed to be fully meeting their current liability (since clients can come back to the CSA if there is a default on their payment or to request a revised calculation).
- 7)
  - a. No Current Liability: A case is classed as having 'No Current Liability' if it is open and currently has a nil liability but has at least one child of qualifying age, and therefore could have a positive liability in the future.
  - b. No Ongoing Liability: A case is classed as having 'No Ongoing Liability' if there is no longer a child maintenance interest on the case i.e. the case has been cancelled/withdrawn, or there are no longer any children of a qualifying age remaining on the case.
- 8) Development work has taken place to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. This accounts for approximately 0.2% of the total caseload, with the majority of measures remaining either unaffected or only marginally affected. These cases have been removed from the caseload figures from March 2012, which affects the 1993 Scheme caseload figures, mainly within the 'No liability/with arrears – not paying' caseload breakdown.

**Table 24: Cases Contributing towards Current Liability**

This shows the number of cases contributing towards current liability. Maintenance direct cases are not included in the full liability columns as it is assumed money is flowing between parents.

Quarter Ending:	Cases With Current Liability <sup>(1)</sup>	Cases Contributing Towards Current Liability <sup>(1,2)</sup>	of which		% With Contribution Towards Current Liability <sup>(1,2)</sup>	Full Liability Satisfied via the Collection Service in Quarter <sup>(1,2,3)</sup>	% With Full Liability Satisfied via the Collection Service in Quarter <sup>(1,2,3)</sup>
			Contribution Towards Current Liability via Collection Service <sup>(1,2)</sup>	Contribution Towards Current Liability via Maintenance Direct <sup>(1,2)</sup>			
Mar-12	737,000	619,300	447,300	172,000	84.0%	345,400	61.1%
Jun-12	739,400	621,200	448,500	172,700	84.0%	342,000	60.4%
Sep-12	745,500	620,000	446,300	173,700	83.2%	333,300	58.3%
Dec-12	760,300	629,300	450,600	178,800	82.8%	333,700	57.4%
Mar-13	772,600	646,400	464,500	181,900	83.7%	350,700	59.4%
Jun-13	783,300	656,300	471,300	185,000	83.8%	363,500	60.7%
Sep-13	778,700	651,700	465,800	185,800	83.7%	351,400	59.3%
Dec-13	759,700	639,100	452,900	186,200	84.1%	337,600	58.9%
Mar-14	738,500	631,900	446,900	185,000	85.6%	354,400	64.0%
Jun-14	713,500	615,300	431,600	183,700	86.2%	341,500	64.5%
Sep-14	688,300	595,300	411,800	183,500	86.5%	325,000	64.4%
Dec-14	662,100	575,300	392,100	183,200	86.9%	311,000	64.9%
Mar-15	634,900	557,900	376,300	181,500	87.9%	310,000	68.4%
Jun-15	609,100	536,500	357,200	179,300	88.1%	299,200	69.6%

- Notes:
- 1)
    - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
    - b. A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance). This includes cases due to pay via Maintenance Direct.
  - 2) A case is classed as paying towards their liability if a payment has been received in the previous quarter, or the case is classed as Maintenance Direct at the end of the quarter.
  - 3)
    - a. 'Full Liability' satisfied within quarter includes those cases who have paid 90% or more of the accrued liability via the collection service within the quarter. Maintenance direct cases are not included in this category, as it is assumed that money is flowing between parents.
    - b. A methodology change has been implemented to include further cases for calculating the amount of liability satisfied via the collection service. This has been implemented back to January 2012 and consequently figures in the Full Liability column may differ to previous releases.
  - 4) Development work has taken place to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. This accounts for approximately 0.2% of the total caseload, with the majority of measures remaining either unaffected or only marginally affected. These cases have been removed from the caseload figures from March 2012, which affects the 1993 Scheme caseload figures, mainly within the 'No liability/with arrears – not paying' caseload breakdown.

**Table 25: Percentage of Liability Paid in Quarter**

This shows the percentage of liability being paid each quarter, for cases due to pay via the collection service.

Quarter Ending:	Cases With Current Liability via the Collection Service <sup>(1)</sup>	0% <sup>(1,4)</sup>		Less than 10% <sup>(1,4)</sup>		10% to 19.9% <sup>(1,4)</sup>		20% to 29.9% <sup>(1,4)</sup>		30% to 39.9% <sup>(1,4)</sup>		40% to 49.9% <sup>(1,4)</sup>		50% to 59.9% <sup>(1,4)</sup>		60% to 69.9% <sup>(1,4)</sup>		70% to 79.9% <sup>(1,4)</sup>		80% to 89.9% <sup>(1,4)</sup>		Cases Paying Full Liability <sup>(1,3,4)</sup>	
		Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>	Cases	% <sup>(2)</sup>
<b>Mar-12</b>	565,000	117,800	20.8%	6,800	1.2%	9,800	1.7%	7,200	1.3%	13,100	2.3%	9,100	1.6%	11,700	2.1%	17,000	3.0%	13,800	2.4%	13,400	2.4%	345,400	61.1%
<b>Jun-12</b>	566,700	118,200	20.9%	6,300	1.1%	10,000	1.8%	6,600	1.2%	15,500	2.7%	11,000	1.9%	8,300	1.5%	22,700	4.0%	14,600	2.6%	11,500	2.0%	342,000	60.4%
<b>Sep-12</b>	571,800	125,500	21.9%	6,600	1.1%	9,800	1.7%	7,900	1.4%	14,400	2.5%	10,700	1.9%	9,700	1.7%	20,200	3.5%	14,500	2.5%	19,400	3.4%	333,300	58.3%
<b>Dec-12</b>	581,600	131,000	22.5%	6,500	1.1%	10,200	1.8%	8,400	1.4%	13,300	2.3%	9,800	1.7%	13,500	2.3%	17,000	2.9%	15,300	2.6%	22,900	3.9%	333,700	57.4%
<b>Mar-13</b>	590,700	126,200	21.4%	6,800	1.2%	9,500	1.6%	6,900	1.2%	14,700	2.5%	10,400	1.8%	11,300	1.9%	22,700	3.8%	17,100	2.9%	14,300	2.4%	350,700	59.4%
<b>Jun-13</b>	598,400	127,100	21.2%	6,600	1.1%	10,300	1.7%	6,800	1.1%	15,600	2.6%	11,800	2.0%	8,700	1.4%	20,900	3.5%	15,400	2.6%	11,800	2.0%	363,500	60.7%
<b>Sep-13</b>	592,900	127,000	21.4%	6,300	1.1%	9,500	1.6%	7,600	1.3%	14,300	2.4%	11,500	1.9%	9,800	1.7%	19,100	3.2%	15,700	2.7%	20,600	3.5%	351,400	59.3%
<b>Dec-13</b>	573,600	120,600	21.0%	6,100	1.1%	8,900	1.5%	7,400	1.3%	12,900	2.2%	9,900	1.7%	10,400	1.8%	21,500	3.7%	16,500	2.9%	21,700	3.8%	337,600	58.9%
<b>Mar-14</b>	553,500	106,600	19.3%	5,600	1.0%	8,200	1.5%	5,700	1.0%	12,800	2.3%	9,100	1.6%	9,300	1.7%	16,700	3.0%	13,000	2.3%	12,000	2.2%	354,400	64.0%
<b>Jun-14</b>	529,800	98,300	18.5%	5,300	1.0%	7,800	1.5%	5,100	1.0%	13,000	2.4%	9,300	1.8%	6,700	1.3%	19,400	3.7%	13,100	2.5%	10,300	1.9%	341,500	64.5%
<b>Sep-14</b>	504,800	93,100	18.4%	4,700	0.9%	7,000	1.4%	5,500	1.1%	10,300	2.0%	8,400	1.7%	7,000	1.4%	14,600	2.9%	12,300	2.4%	16,900	3.4%	325,000	64.4%
<b>Dec-14</b>	478,900	86,800	18.1%	4,300	0.9%	6,300	1.3%	5,200	1.1%	9,300	1.9%	7,900	1.6%	7,000	1.5%	14,300	3.0%	11,100	2.3%	15,600	3.3%	311,000	64.9%
<b>Mar-15</b>	453,300	77,000	17.0%	3,600	0.8%	5,500	1.2%	3,800	0.8%	8,700	1.9%	7,000	1.5%	6,100	1.3%	12,800	2.8%	10,100	2.2%	9,000	2.0%	310,000	68.4%
<b>Jun-15</b>	429,800	72,600	16.9%	2,900	0.7%	4,500	1.1%	3,200	0.7%	7,500	1.7%	6,200	1.4%	4,700	1.1%	11,900	2.8%	9,600	2.2%	7,600	1.8%	299,200	69.6%

Notes:

- 1)
  - a. Figures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
  - b. Maintenance Direct Cases are not included within this table, as receipts are not held on the CSA computer systems to show how much money is flowing between parents. This is to show a more realistic performance overview of the collection service.
- 2) Percentages are based on the amount of money received in each quarter compared to the accrued liability in each quarter.
- 3) 'Full Liability' satisfied within quarter includes those cases who have paid 90% or more of the accrued liability via the collection service within the quarter. Maintenance direct cases are not included in this category.
- 4) Development work has taken place to remove duplicate cases that were previously showing on both the CSCS computer system and Clerical Case Database. This accounts for approximately 0.2% of the total caseload, with the majority of measures remaining either unaffected or only marginally affected. These cases have been removed from the caseload figures from March 2012, which affects the 1993 Scheme caseload figures, mainly within the 'No liability/with arrears – not paying' caseload breakdown.

**Further Information**

For further details, visit: <https://www.gov.uk/government/organisations/department-for-work-pensions/series/child-support-agency-quarterly-summary-statistics--2>