

# CHILD SUPPORT AGENCY QUARTERLY SUMMARY OF STATISTICS FIRST RELEASE TO DECEMBER 2015.

## 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 statutory child maintenance schemes, currently operated through the Child Support Agency (CSA).

DWP assumed responsibility for the CSA from the Child Maintenance and Enforcement Commission on the 1 August 2012, following an announcement on 14 October 2010 that the Commission would become an executive agency of DWP as part of the Public Bodies Reform. The Commission had responsibility for the CSA between the 1 November 2008 and the 31 July 2012, prior to that DWP had responsibility for the CSA.

The figures presented include a number of cases 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.

On the 10 December 2012 a new Child Maintenance Scheme was launched. The scheme was introduced on an incremental approach. All new applications are now being accepted and managed on the 2012 scheme. The CSA QSS excludes cases on the 2012 scheme.

## Headlines



There were  
1.27m CSA  
live Cases

91.6%

of Cases are contributing to  
their current liability



628,800  
Children Benefited from  
Maintenance



94.2% of calls  
received in month are  
answered within 30  
seconds



CSA collected or  
arranged £246.8m  
of which £25.5m  
was arrears



Department  
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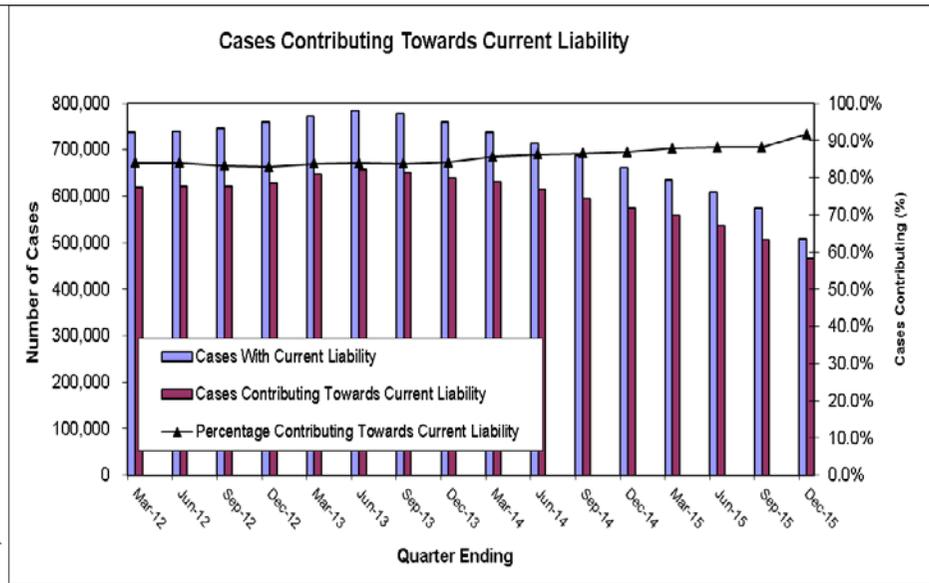
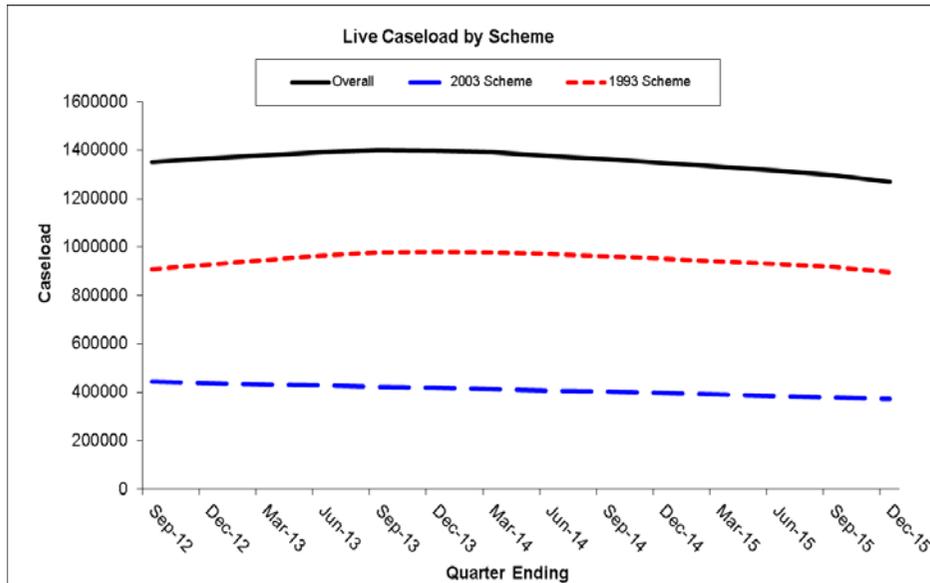
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## MAIN FINDINGS



- At the end of December 2015, the CSA live caseload stood at 1.27 million.
- In the quarter ending December 2015, 91.6% of all cases in which maintenance was due had either received maintenance via the CSA collection service, or had a maintenance direct arrangement in place.
- In the quarter to December 2015, maintenance had been collected or arranged by the CSA via the statutory maintenance service on behalf of 628,800 children.
- In the quarter to December 2015, the CSA collected or arranged £246.8m in child maintenance (regular and arrears), of which £25.5m was arrears. In the year to December 2015, the CSA collected or arranged £1,062.4m in child maintenance (regular and arrears), of which £114.3m was arrears.
- Outstanding child maintenance arrears have decreased from £3.836bn in September 2015 to £3.788bn in December 2015<sup>1</sup>.
- At the end of December 2015, the average maintenance liability was £14.60 per week (including zero calculations).
- In December 2015, 94.2% of the telephone calls answered were answered within 30 seconds.
- In the quarter to December 2015, there were 7,550 full time equivalent people working to support the Child Maintenance system, across the Child Support Agency and the Child Maintenance Service.

<sup>1</sup>Due to different sources, figures may differ slightly from CSA's Annual Report and Accounts.

## Notes

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The data covers the periods when DWP had responsibility for the CSA, and when the Commission had responsibility. The data also covers the period both before and after the removal of the compulsion on parents with care who are claiming income based benefits to use the CSA to collect or arrange maintenance payments. The change, which came into force on 27th October 2008, affects CSA clients who can now choose to make private maintenance arrangements with the non resident parent.

After this date, some parents with care have opted to end their child support claim with CSA. This can be seen as a fall in overall caseload after October 2008.

## **Current and Future Changes**

### **Changes in this QSS**

There have been no changes in this publication.

### **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; and the frequency of releases may be reviewed at an appropriate point. 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 March 2016 is due to be released in April/May 2016. The exact date will be announced at least four weeks in advance on the [Statistical Release Calendar](#).