

Child Support Agency Case Closure Experimental Statistics

Data for June 2014 – June 2017

Quarterly

Published: 06 September 2017
Great Britain

Official
Experimental

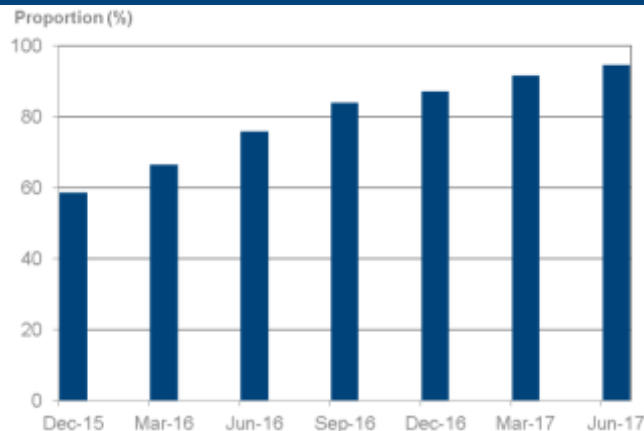
The reform of the child maintenance system forms part of the Government's Welfare Reform agenda, where separating or separated parents are encouraged and supported to work together in the best interests of their children. As part of the Welfare Reform agenda, DWP launched the new child maintenance system which saw the introduction of a new statutory Child Maintenance Service (CMS), which replaced the Child Support Agency (CSA). From June 2014 CSA clients are being told their current CSA case will close. This publication details the progress of CSA Case Closure.

Main stories as of June 2017

Over 9 out of 10 cases with a CSA liability have started the Case Closure process

87 per cent of cases that have been selected for proactive Case Closure have ended liability

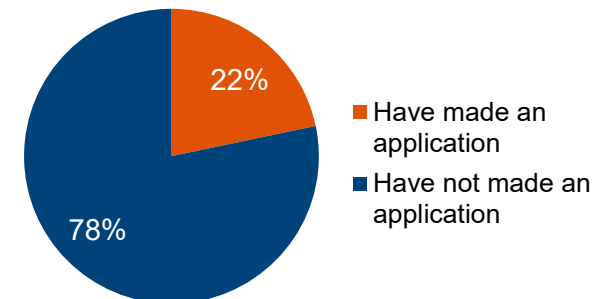
22 per cent of cases where liability has ended via Case Closure have now applied to CMS 2012



95 per cent of eligible cases have been proactively selected for CSA Case Closure

643,000

Cases with CSA liability ended through proactive case closure.



At a glance

Page

CSA caseload has decreased to 950,800, down 6 per cent from the previous quarter.

5

Proactive Case selection for segment 5 is ramping up with 55,800 selected for Case Closure as of June 2017.

6

51 per cent of all selected cases have completed Case Closure.

7

126,900 case applications have been made to the CMS by clients who have been proactively selected for Case Closure.

8

CSA arrears only cases continue to increase on the 2012 system, increasing by 6 per cent in June 2017.

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Comments? Feedback is welcome.

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What you need to know

The Child Maintenance Service was introduced in 2012. We are closing cases with a current liability on the previous child maintenance schemes (1993 and 2003 schemes) administered by the Child Support Agency and clients can either make their own arrangements or apply to the Child Maintenance Service.

Cases on the previous child maintenance schemes are due to have their child maintenance liability ended by 31 December 2017 (known as the transition period). In order to do this, the Child Support Agency (CSA) is contacting all clients to inform them that their child maintenance liability will end, and offer support to put a new arrangement in place. Note this date is currently the subject of a public consultation that is due to end on 14 September 2017, where we propose that this date is changed to the 31 December 2018.

Due to the large volumes of cases involved, cases are being selected for closure in a structured process, where the caseload is divided into five segments, determined by the characteristics of the case. This is known as **proactive** Case Closure. Details of these proactive selection segments can be found within the [definitions](#).

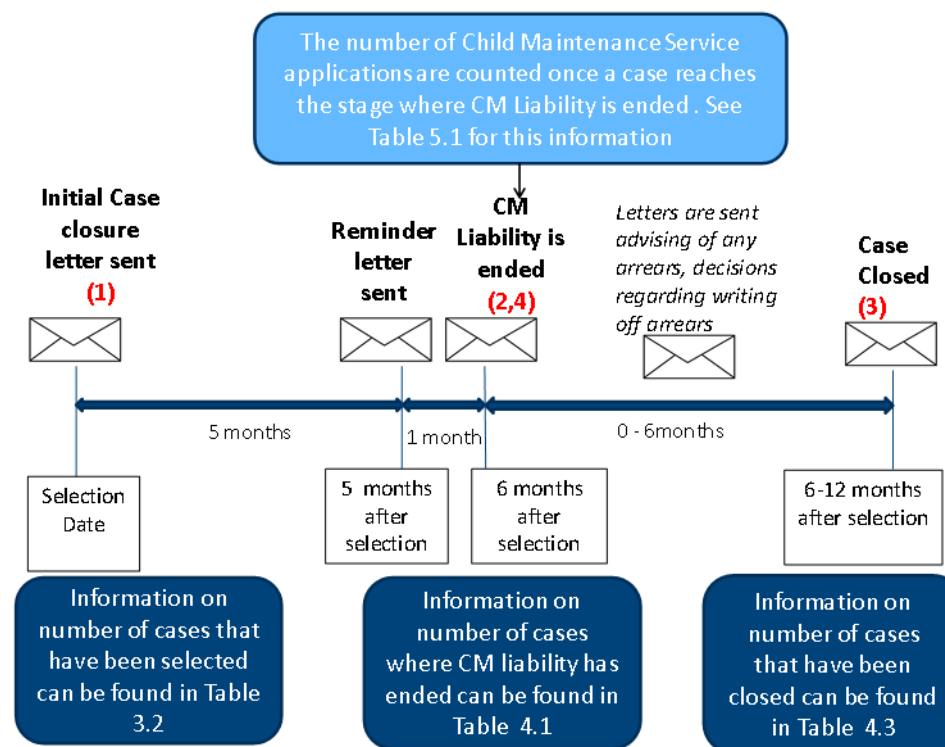
Two groups of cases are not subject to being selected in this way;

1. Cases where a new application is made to the Child Maintenance Service, which relates to a paying parent in a live CSA case, but a different receiving parent. This new application will trigger the process to bring the existing child maintenance liability to an end. This is known as **reactive** Case Closure.
2. Cases where the youngest child will have reached the age of 20 before the 31st December 2017. Liability will not end on these cases unless it is linked to a new Child Maintenance Service application. (i.e. it is selected for reactive closure). This is because these cases will come to a natural end before the end of the transition period. These are known as “age out” cases.

DWP plan to hold a user consultation on the future content of this statistical publication, we would welcome all interested parties to attend this event at Caxton House, London or Quarry House, Leeds.

Please e-mail cm.analysis.research@dwp.gsi.gov.uk if you would be interested in attending.

Diagram 1: The stages of Case Closure



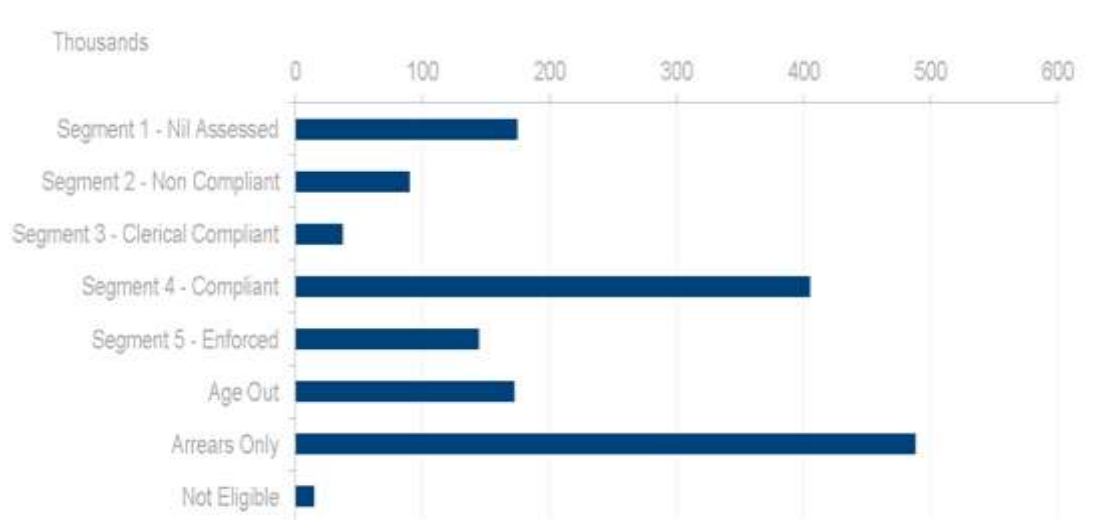
These statistics cover:

- A **breakdown** on the **Child Support Agency caseload** by Case Closure segment.
- The number of **Case Closure selections. (1)**
- The number of cases where **liability has been ended (2)** and **completing Case Closure. (3)**
- The number of **applications to the Child Maintenance Service (4)** from cases where liability has been ended.

Child Support Agency Caseload

Before CSA Case Closure began, 851,600 cases within segments 1 to 5 were subject to having their CSA liability ended by December 2017. As of June 2017 this figure was 812,000.

Number of cases per Case Closure segment as of June 2014



The largest group of remaining cases (455,800) are arrears only cases. These cases do not have an on-going maintenance liability, so are not due to have liability ended as part of the Case Closure process.

The number of cases due to have their CSA liability ended has decreased to 812,000 as of June 2017. This is the sum of the proactive cases due to end liability (780,500) and the reactive cases (31,400).

This decrease is due to cases closing outside of the Case Closure process. For example, the qualifying Child may have left full-time non advanced education.

See **Table 2.1** for full data.

More information on CSA

On the 30th June 2014, CSA began the process of closing cases. Cases are being closed in a structured process; cases with an on-going Child Maintenance liability are proactively selected for closure in segments.

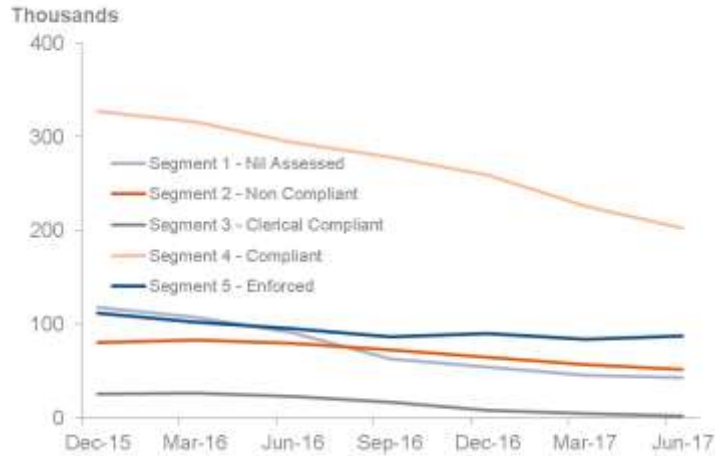
Prior to selection, the segment is determined based on the characteristics of a case at a point in time. Due to the changing nature of the CSA caseload, a case may be selected in a different segment to the segment originally identified at the start of Case Closure.

Cases are selected in case groups, based on all of the cases related to each non-resident parent. If cases are linked, i.e. where there is the same non-resident parent named on the cases, the cases will be selected together within the highest segment for the case group.

Details of these segments, and cases that are eligible for selection in them, can be found on the [definitions](#) page.

As of June 2017, the CSA caseload has decreased from 1.53 million (before Case Closure began) to 950,800.

Number of CSA cases per Case Closure segment December 2015 to June 2017



The CSA caseload shows the number of cases still open on the CSA total caseload broken down into each segment. It includes cases that have been selected, not selected and cases which have ended liability. Once a case is closed it is removed from the caseload.

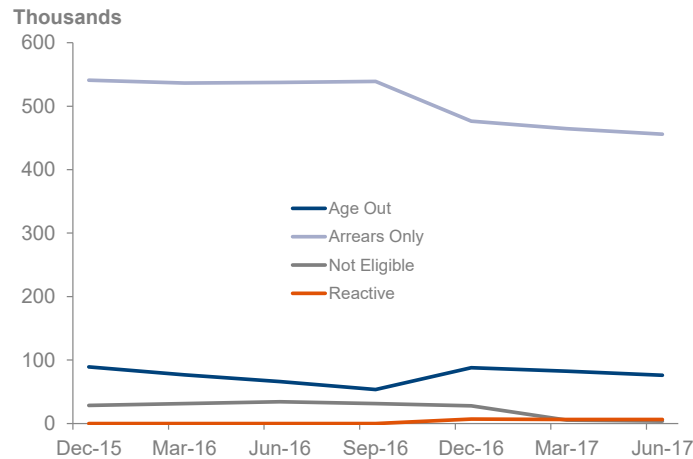
As of June 2017, the overall CSA caseload has decreased from 1.53 million before Case Closure began to 950,800.

This decrease can be associated with cases closing within, and outside of the Case Closure process. As time progresses, the caseload will continue to decrease.

The number of cases due to have their liability ended reduced from 419,100 in March 2017 to 387,800 as of June 2017. The description of end liability is given in the definition section.

Arrears only category is the largest and has reduced by 16 per cent since the Case Closure process started.

Number of CSA cases June 2014 to June 2017



The volume of cases in the 'Arrears only' category has declined for three consecutive quarters. This decrease is due to parents deciding to write off arrears and Arrears Only cases being selected as part of the Case Closure process.

The number of cases deemed "Not Eligible" decreased by 26% when compared with the March 2017 figures. Not Eligible cases include those cancelled/withdrawn and awaiting closure for reasons other than case closure, the definition section provides additional details on this.

See **Tables 2.1 - 2.2** for full data.

More information on Child Support Agency Caseload

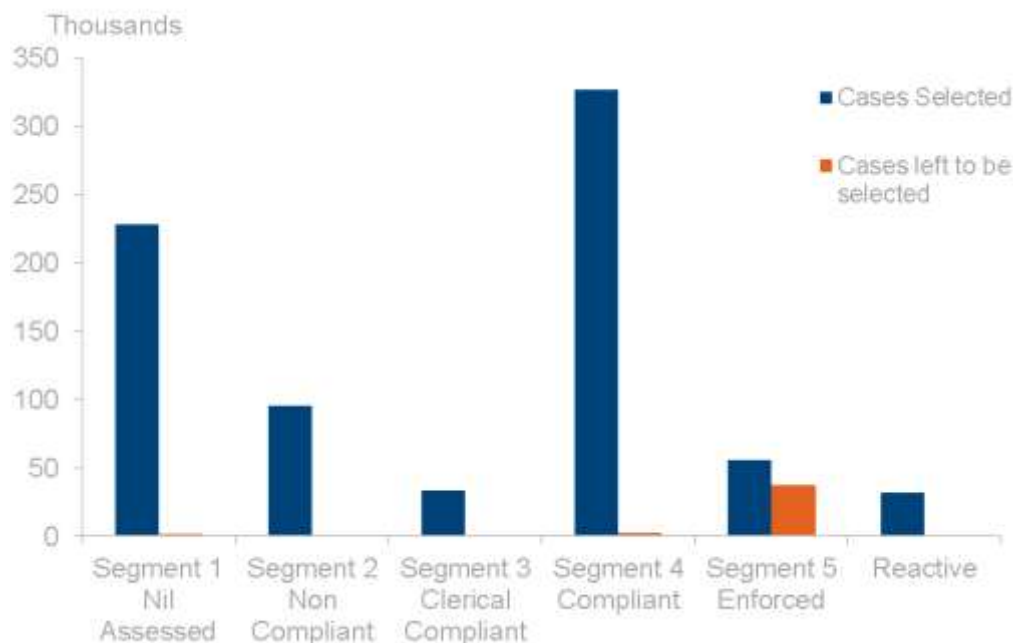
The CSA caseload shows the number of cases still open on the CSA total caseload broken down into each segment. It includes cases that have been selected, not selected and cases which have ended liability. Once a case is closed it is removed from the caseload.

The CSA caseload will differ from the Case Closure position, tables 3.1-3.3, as they only contain the current CSA caseload. Case Closure position will include those in the CSA caseload, and cases that are no longer part of the CSA caseload, but were part of the Case Closure process i.e. cases that have now been closed.

Case Closure Position as of June 2017

95 per cent of cases in segments 1, 2, 3, 4 and 5 have already been selected for CSA Case Closure

Number of cases selected, and left to be selected for CSA Case Closure by Segment as at June 2017



Case Closure position refers to the number of cases that have been part of the Case Closure process. Once a case is closed it will still appear in the selected and total figures. This differs to the CSA caseload in the previous page.

A total of 739,600 cases have been proactively selected for CSA Case Closure, with a further 31,400 cases being selected reactively.

The selection of segment 5 cases began in August 2016 for Clerical cases, and September 2016 for System cases, as of June 2017 55,800 cases have been selected. This represents 60 per cent of the segment 5 caseload.

As of June 2017, 99 per cent of cases on the caseload in Segments 1, 2 and 4 and 100 per cent of cases in Segment 3 have been selected. The few remaining cases left to be selected occurs because a case may have changed segment prior to selection as the characteristics of the case have changed.

See **Tables 3.1, 3.2 and 3.4** for data on proactive Case Closure selections.

See **Table 3.3** for information on reactive Case Closure selections.

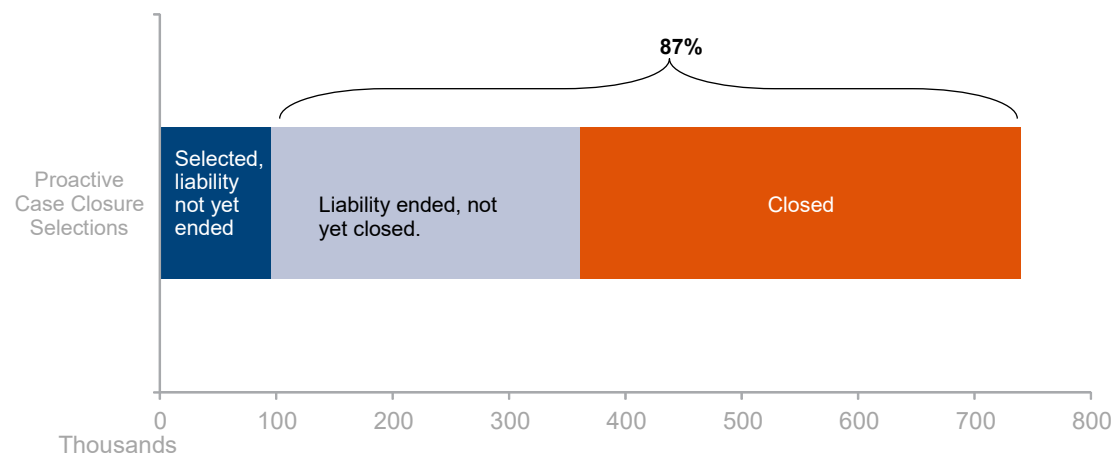
More information on Case Closure Position

Case Closure Position refers to all the cases that have been part of the Case Closure process. Once a case has closed it will still appear within the selected and total figures within tables 3.1-3.3 on the systems it will be removed from the caseload. This differs from the CSA caseload on the previous page which does not contain cases which have closed.

Ending Liabilities and Closing Cases

87 per cent of cases that have been selected for proactive Case Closure have ended liability, and 51 per cent of proactively selected cases have completed Case Closure

Total number of proactive Case Closure selections, split by whether the case has ended liability or closed as of June 2017



As of June 2017, 643,400 cases have had their liability ended through the **proactive** CSA Case Closure process. This represents 87 per cent of all cases that have been proactively selected for CSA Case Closure as of June 2017.

In addition to this 25,700 cases have had their liability ended through **reactive** Case Closure.

A total of 378,800 cases have had their cases closed under the proactive CSA Case Closure process, and 26,400 have closed under the reactive Case Closure process. This represents 53 per cent of all cases that have been selected for CSA Case Closure.

See **Tables 4.1 and 4.3** for full data.

See **Tables 4.2 and 4.4** for information on cases ending liability and closing via reactive Case Closure.

More information on Ending liabilities and Closing Cases

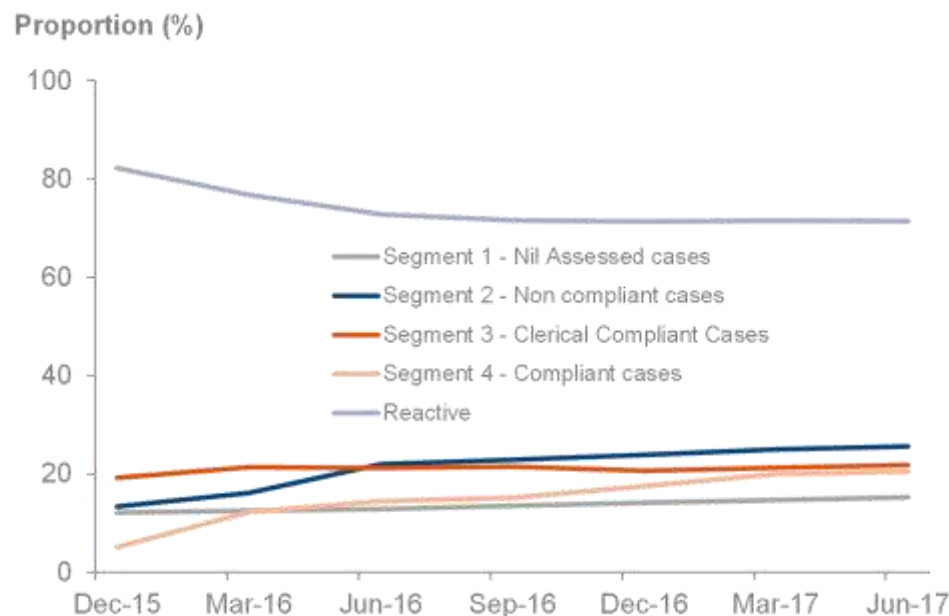
End liability is when on-going maintenance liability stops accruing under CSA calculation rules. This is 6 months after Case Closure selection for proactive cases and 38 days for reactive cases. It does not mean that payments under the CSA case are no longer due – there is likely to be a final scheduled payment for on-going maintenance after the end liability date, and payments towards arrears should keep flowing until the case is fully closed. Following end liability, clients are contacted about any arrears that remain before the case is closed. See **diagram 1** on **page 3** for details of the Case Closure process.

See the [methodology](#) page for further information.

Applications to the Child Maintenance Service and arrears only cases

22 per cent of all cases that have had their CSA liability ended, via reactive or proactive closure, have made an application to the Child Maintenance Service

Proportion of cases, that have had the CSA liability ended, and now have applied to the Child Maintenance Service, by Case Closure segment



126,900 cases that have had their CSA liability ended via proactive Case Closure and 18,400 cases that have had the CSA liability ended via reactive Case Closure have made an application to the Child Maintenance Service, making a total of 145,300.

The proportion of reactive cases that have applied to the CMS was 71 per cent, this represents 18,400 cases. This is where a new application is made to the Child Maintenance Service, which relates to a paying parent that has a live CSA case, but a different receiving parent. This new application triggers the process to end the existing child maintenance liability.

15 per cent of segment 1 cases that have had their CSA liability ended have made an application to the CMS which accounts to 31,500 cases.

As of June 2017, 24 per cent of segment 5 cases that had their CSA liability ended had made an application to the CMS. This is notably less than the previous quarter, due to a large increase in the number of segment 5 cases that have had their CSA liability ended without a subsequent application to the CMS. While this proportion is lower this quarter it is now consistent with other segments, the previous proportion was unrepresentative because as of then only few cases in the segment had undergone the case closure process.

The proportion of reactive cases with an application on the CMS initially declined but has been steady since June 2016. The application rates across all other segments have been fairly steady since quarter ending June 2016.

See **Table 5.1** for data on applications from proactive cases.
See **Table 5.2** for data on applications from reactive case.

More information on Child Maintenance Service Applications

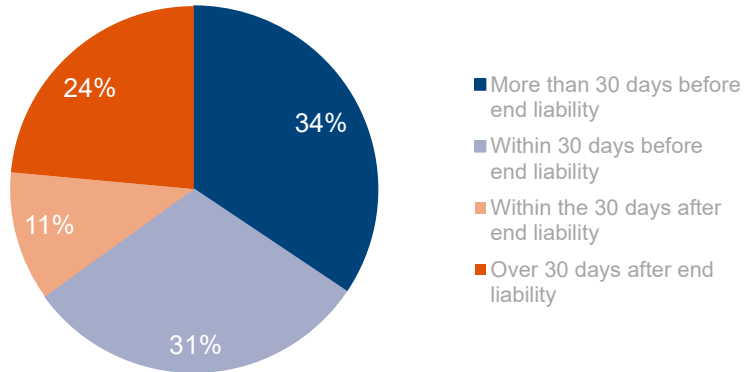
Applications data are determined by linking individual personal details from cases that have ended liability with the equivalent information in the 2012 scheme.

The underlying applications data uses the same source data found within the existing 2012 [CMS Experimental Statistics](#).

This information considers all applications, and does not consider the current status of the case. Some of these cases may have subsequently closed. See the [methodology](#) page for further information.

65 per cent of CMS applications from proactive Case Closure clients were made before CSA liability was ended

Proportion of cases making a CMS application by end liability date
June 2017



As of June 2017, 126,900 applications have been made to the CMS by clients who have been selected for Case Closure, of these, 82,500 were made before CSA liability was ended.

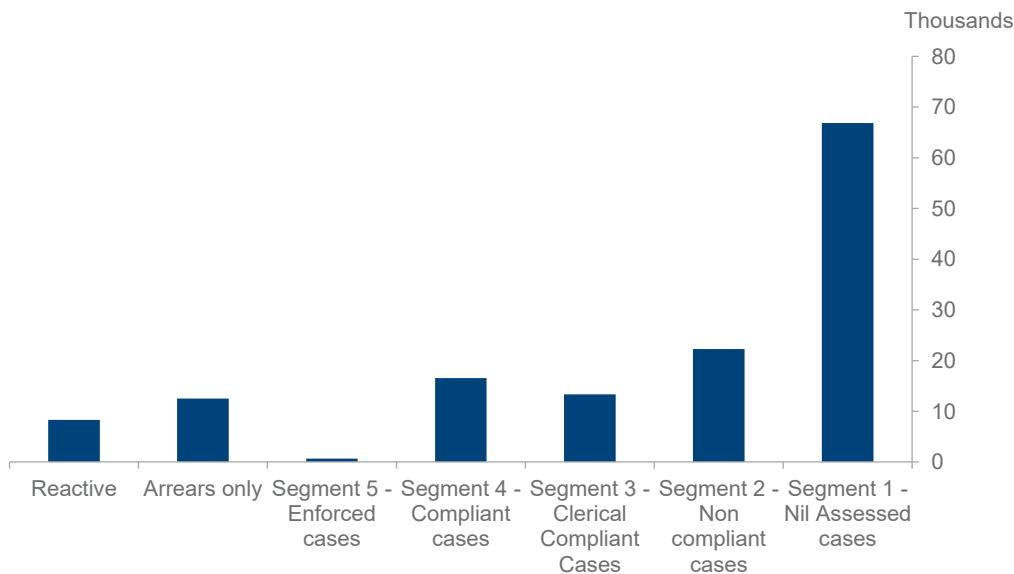
A total of 14,500 applications were made in the month following end liability and 29,900 were made more than a month after end liability.

See **Table 5.3** for full data.

See **Table 5.4** for time between end liability and CMS application for reactive Case Closure.

The Child Maintenance Service has 140,900 arrears only cases from clients who went through the proactive or reactive Case Closure process

Number of cases with an arrears only case with the CMS, by Case Closure segment – June 2017



As of March 2017, there were 132,600 arrears only cases on CMS system following proactive Case Closure and 8,300 arrears only cases following reactive Case Closure.

These are cases that, so far, have not made an application to CMS, but had arrears remaining on their closed CSA case transferred to the 2012 system.

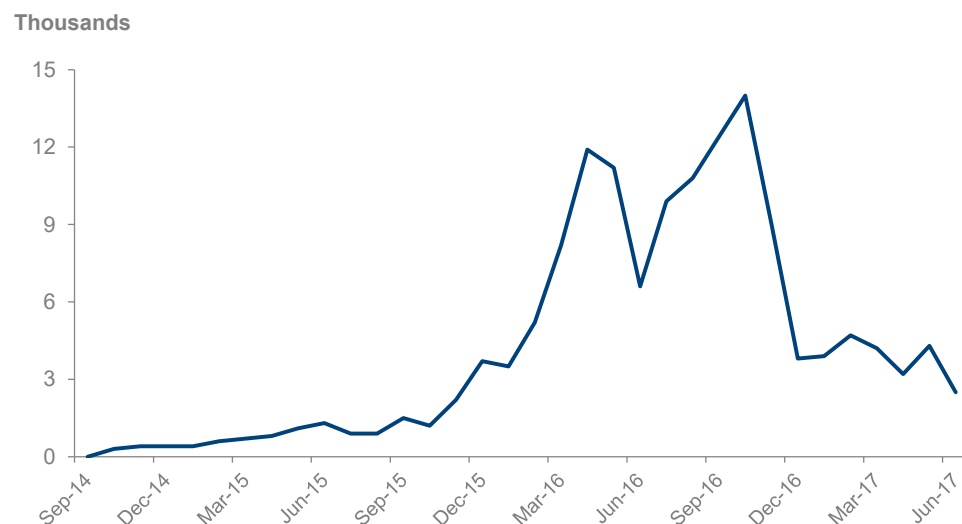
See **Table 5.1** for data on proactive cases.

See **Table 5.2** for data on reactive cases.

CSA arrears only intake on the 2012 System

The flow of CSA arrears only cases on the 2012 system increased up to October 2016 when it peaked; but have since fallen sharply.

CSA arrears only application intake each month from September 2014 to June 2017.



From June 2014, the process of ending liability and closing all cases on the 1993/2003 CSA Schemes began. Closed cases with arrears on the 1993/2003 schemes were then moved over on to the 2012 system even though they had not made any application to the scheme.

Main Findings

CSA arrears intake volume on the 2012 system was 2,500 in June 2017 a decrease of 40 per cent when compared to March 2017. CSA arrears intake figures have declined sharply from the peak of 14,000 cases in October 2016 and have been fairly steady since December 2016 due to the Case Closure process.

Note that CSA arrears only application intake figures were previously published in the 2012 [Child Maintenance Scheme Statistics](#).

See **Table 7** for full data.

More information on Child Maintenance Service Applications

Applications data are determined by linking individual personal details from cases that have ended liability with the equivalent information in the 2012 scheme.

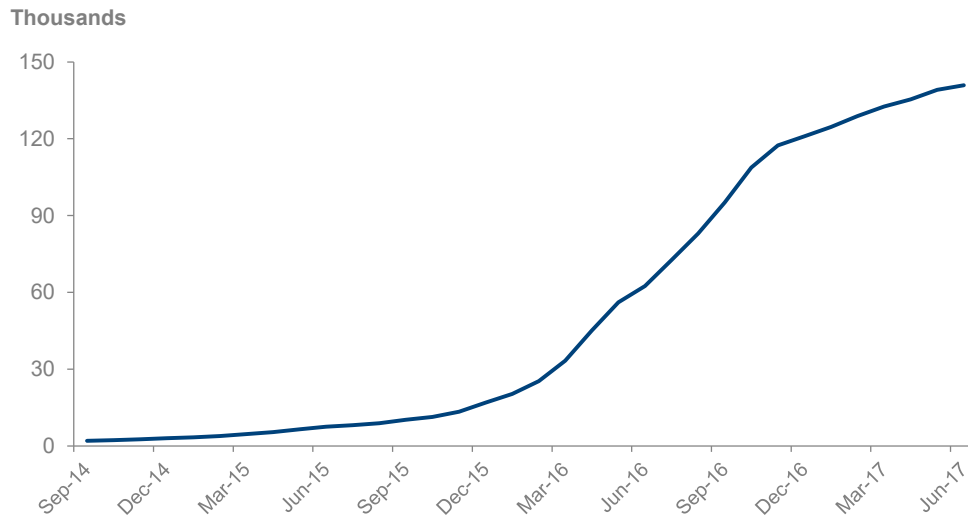
The underlying applications data uses the same source data found within the existing [Statistics on the 2012 statutory child maintenance scheme](#).

This information considers all applications, and does not consider the current status of the case. Some of these cases may have subsequently closed.

See the [methodology](#) page for further information.

CSA arrears only cases continue to increase on the 2012 system

CSA arrears only caseload each month from September 2014 to June 2017



From June 2014, the process of ending liability and closing all cases on the 1993/2003 CSA Schemes began. This has led to a steady increase in the volume of CSA arrears only caseload on the 2012 system.

Main Findings

The number of CSA arrears only cases managed on the 2012 system increased by 6 per cent in June 2017 when compared to March 2017. The sharp increase since November 2015 is due to increased intake following the Case Closure process.

The 6 per cent increase for the quarter ending June 2017 is a reduction when compared with the 10 per cent increase of the previous quarter. Since December 2016 the arrears only intake has reduced due to changes in operational priorities.

Note: the CSA caseload figures were previously published in the 2012 [Child Maintenance Scheme Statistics](#).

See **Table 8** for full data.

Methodology

Data Sources

The administrative data used within this publication are derived from the Child Maintenance administrative systems; Child Support Computer System (CSCS); Child Support System 2 (CS2) and Clerical Case Database (CCD) for 1993/2003 scheme cases and the Siebel source system for 2012 scheme cases.

Caseload

The 1993/2003 scheme caseload is sourced from the same data found within the existing Child Support Agency Quarterly Summary of Statistics.

The June 2014 caseload was linked with Case Closure planning information in order to provide an estimated segment breakdown of the caseload.

The current caseload has been linked with Case Closure records in order to give an accurate segment as of the current month. Further detail is available below. [Child Support Agency Statistics](#)

Case Closure Position

Details of 1993/2003 scheme cases have been linked with Case Closure selection records in order to determine how many cases have been selected.

Cases that are due to be selected are identified using a scan of the CS2 computer system and interrogation of CSCS and CCD system data.

Ending liabilities and closing cases

Details of 1993/2003 scheme cases have been linked with Case Closure selection records in order to determine how many cases have ended liability, how many did not have a liability and how many have completed Case Closure.

Following end liability, clients are contacted about any arrears that remain before the case is closed. See diagram on page 3 for details of the Case Closure process.

Applications to the 2012 Scheme

Application data are determined by linking individual personal details from cases that have ended liability with the equivalent information in the 2012 scheme.

An application, or arrears only case, following Case Closure is counted where the personal details of both parents can be linked between systems.

Arrears only cases on 2012 system

Arrears only cases are based on the same methodology as for applications; however the current methodology aligns the caseload figures to that those previously published in the 2012 [Child Maintenance Scheme Statistics](#). These are cases that have not made application to the Child Maintenance Scheme following case closure, but had 1993 or 2003 scheme arrears moved over to the 2012 system.

Definitions

CMS	Child Maintenance Service
1993/2003 Total Caseload	The total number of cases on the CSA 2003 and 1993 Schemes.
2012/CMS Application	The number of new applications received to the 2012 statutory scheme. These figures do not include arrears only cases on the 2012 System.
Age out	Cases where the youngest child will have reached the age of 20 before the 31st December 2017. These cases will be exempt from the case closure process unless they become linked to a new Child Maintenance Service application. This is because these cases will come to a natural end before the end of the transition period.
Arrears Only on 2012 System/CMS	These are cases that have not made application to the Child Maintenance Service following Case Closure, but had 1993 or 2003 scheme arrears. These arrears are moved over to the 2012 system and are designated transitioned arrears. Further details on transitioned arrears can be found in the following ad-hoc statistical publication: Child Support Agency arrears transitioned to the Child Maintenance Service system: November 2014 to June 2017
Arrears only within Case Closure Process	Cases without an on-going maintenance liability, and arrears on the 1993/2003 schemes.

Case Closure	The process of ending liability and closing all cases on the CSA (1993/2003) schemes.
Case Group	Where a non-resident parent has more than one case. All of his/her cases are linked together as a case group.
Completed Case Closure	Following end liability, clients are contacted about any arrears that remain. Once this activity has been completed, the case is classed as closed. See diagram 1 on page 3 for details of the Case Closure process.
End liability	When on-going maintenance liability stops accruing under CSA calculation rules. This is 6 months after Case Closure selection for proactive cases and 38 days for reactive cases. It does not mean that payments under the CSA case are no longer due – there is likely to be a final scheduled payment for on-going maintenance after the end liability date, and payments towards arrears should keep flowing until the case is fully closed.
Not Eligible for Case Closure	<p>These are cases within the CSA caseload which will not have liabilities ended as part of the Case Closure process and are not classed as age out or arrears only. A case is not eligible for Case Closure for several reasons for example:</p> <ul style="list-style-type: none"> - The case is not part of the 'Live' CSA caseload. - The case is now cancelled/ withdrawn, and is awaiting full closure. - This could be due to a death on the case.
Proactive Case Closure	The structured process of selecting CSA cases for closure.
Reactive Case Closure	Where a new application is made to the Child Maintenance Service, which relates to a paying parent in a live CSA case (1993 or 2003 Scheme), but a different receiving parent. This new application will trigger the process to bring the existing child maintenance liability to an end.
Segment 1 - Nil Assessed cases	These are all cases where liability is assessed as nil. Cases from this segment were selected from June 2014.
Segment 2 - Non compliant cases	These are cases where the non-resident parent is not complying with his/her obligation to pay child maintenance or is assessed and non-charging. This segment excludes cases which are subject to a deduction from earnings order, a regular deduction order, where a deduction from earnings request has been granted and where enforcement action is on-going. Cases from this segment were selected from January 2015.

Segment 3 - Clerical Compliant Cases Segment 3 are all clerical cases (these are cases that are not managed on the main computer systems) that do not fall within Segment 1 or 2 or 5 (so excluding deduction from earnings order, deduction from earnings request and regular deduction order cases and cases where enforcement action is on-going). Cases from this segment were selected from May 2015.

Segment 4 - Compliant cases Segment 4 are all non-clerical cases that do not fall within Segment 1 or 2 or 5 (so excluding deduction from earnings order, deduction from earnings requests and regular deduction order cases and cases where enforcement action is on-going). Cases from this segment were selected from May 2015.

Segment 5 - Enforced cases Segment 5 are all cases where:(a) the method of payment of child maintenance is by (i) deduction from earnings order; (ii) deduction from earnings request; or (iii) regular deduction order; and (b) all cases where an enforcement action is currently in progress including liability orders (and all subsequent action that flows from such orders); lump sum deduction orders; freezing orders; setting aside of disposition orders and their Scottish equivalents. Cases from this segment were selected from August 2016 for Clerical cases and September 2016 for on system cases.

Where to find out more

For more information on CSA Case Closure please see [Child Maintenance: Ending Liability Scheme](#).

For more information regarding the Child Support Agency Caseload please see the [Child Support Agency Quarterly Summary of Statistics](#).

For more information regarding the Child Maintenance Service Caseload please see the 2012 [Child Maintenance Scheme Statistics](#).

Feedback Welcome

The Department for Work and Pensions is always glad to hear the comments and views of customers on the CSA Case Closure Statistics.

Please email cm.analysis.research@dwp.gsi.gov.uk.

DWP plan to hold a user consultation on the future content of this statistical publication, we would welcome all interested parties to attend this event at Caxton House, London or Quarry House, Leeds.

Please e-mail cm.analysis.research@dwp.gsi.gov.uk if you would be interested in attending.