



# First Release

30 July 2008

Coverage: Great Britain

Theme: Social and Welfare

## CHILD SUPPORT AGENCY QUARTERLY SUMMARY OF STATISTICS

### Introduction

The CSA is responsible for tracing Non-resident Parents, working out how much maintenance they should pay, and can collect and enforce payments.

### Main Findings

- In the year to June 2008, the Agency collected or arranged £1,050M in child maintenance (regular and arrears), of which £138M was arrears.
- In the three months to June 2008, maintenance had been collected or arranged by the Agency on behalf of 768,000 children.
- At the end of June 2008, the CSA caseload stood at 1.4 million.

**DWP** Department for Work and Pensions

**Issued by:**  
Information Directorate  
Department for Work and Pensions

Telephone:  
Press Office: 0203 267 5144

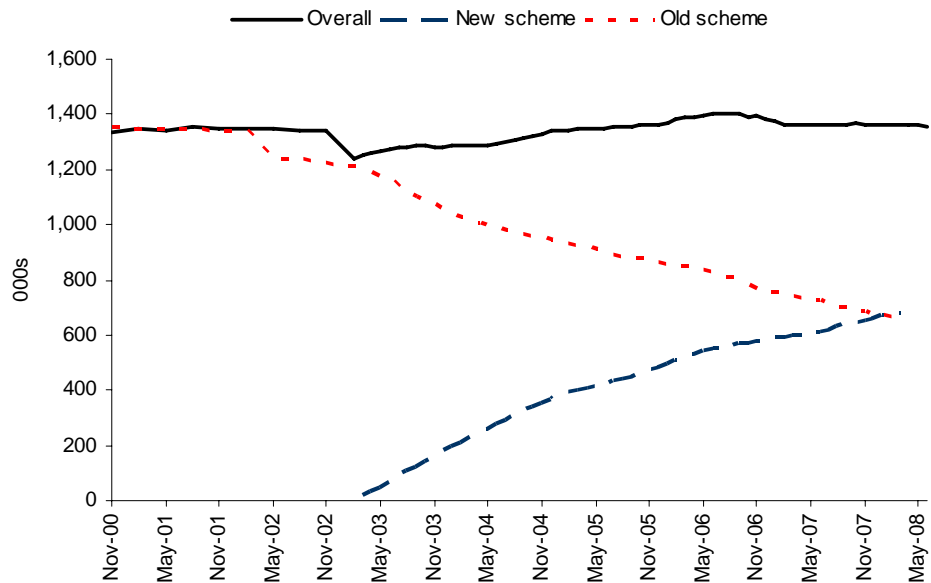
Website:  
[www.dwp.gov.uk](http://www.dwp.gov.uk)

**Statistician:**  
Stuart Grant  
Information Directorate  
Department for Work and Pensions  
BP 5201  
Benton Park View  
Benton Park Road  
Longbenton  
NEWCASTLE UPON TYNE  
NE98 1YX

Telephone: 0191 216 6263  
Email: [stuart.grant@dwp.gsi.gov.uk](mailto:stuart.grant@dwp.gsi.gov.uk)

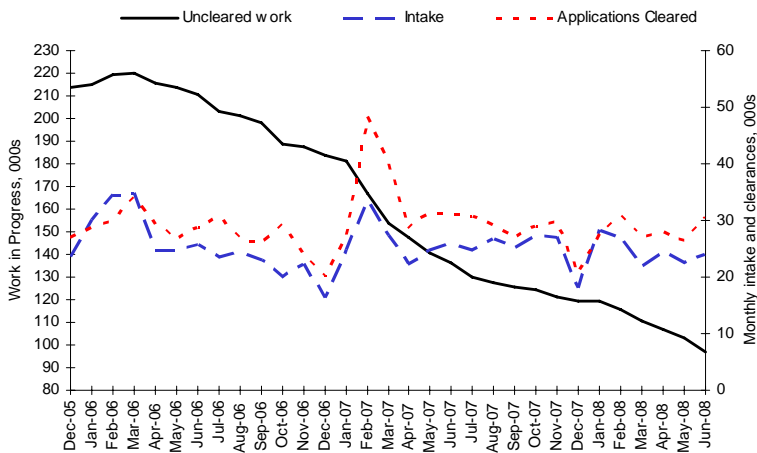
**Next Publication:** 29 October 2008

Overall caseload by scheme



- Of all current scheme applications received in March 2008, 81% had been cleared within 12 weeks, compared to 72% of applications received in March 2007. Of those applications received in December 2007, 90% had been cleared within 6 months, up from 83% in December 2006. At end June 2008, 6% of all current scheme applications received have yet to be cleared. In June 2007, 11% of all current scheme applications were uncleared. 'Uncleared' applications may be at any stage in the application process, such as tracing the non-resident parent- only a minority will be completely unprocessed. A comprehensive definition of a clearance is provided within the QSS itself.
- Of those current scheme applications where the Agency has made a calculation and set up a collection schedule on which payments were expected from the non-resident parent, 88% of cases have made at least one payment to the parent with care.

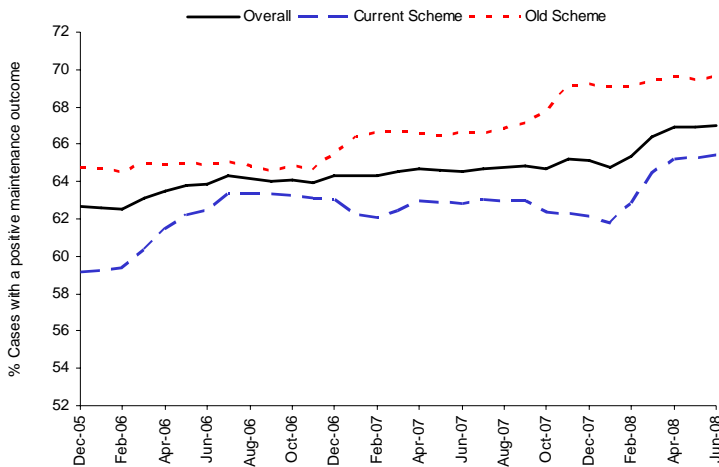
**Current scheme application intake, clearances and work on hand: monthly**



- At the end of June 2008, there were 121,000 uncleared applications across both schemes, a fall of 30% over the previous twelve months. The volume of uncleared current scheme applications has fallen by 44,000 since June 2007 and, at 91,000 (including clerical cases) is at its lowest since August 2003. This represents a fall of 32% since June 2007.
- In the quarter ending June 2008, on average, where maintenance had been charged and then paid via the collection service, the Agency had collected 91% of the amount due. Performance in this area has been broadly flat for the last year.

- At the end of the 2007/08 financial year (latest available), the total amount of outstanding money owed by non resident parents to parents with care stood at £3.8 billion, whilst this represented an increase of £120 million on 2006/07, the average monthly rate of increase has slowed from £16 million to £10 million.

**Rolling Last Quarter positive Maintenance Outcomes for 'Live' and Assessed CS2 and CSCS Cases with a positive maintenance liability**



- In the quarter ending June 2008, 68% of all cases (including clerical cases) in which maintenance was due had either received maintenance via the CSA collection service, or had a maintenance direct arrangement in place.
- At the end of June 2008, the average current scheme maintenance calculation was £24 per week (including zero calculations), and that for old scheme assessments was £20.
- At the end of June 2008, the Agency had answered 99% of telephone calls available to staff to answer, within the quarter. The average waiting time was 18 seconds. This up from 98% answered with a waiting time of 20 seconds in the year ending March 2008.

- In June 2008, there were 9,500 staff employed by the CSA (measured on a full-time equivalent basis).

## Notes to Editors

Launched on 5 April 1993, the Child Support Agency (CSA) is an executive agency of the Department for Work and Pensions, set up to implement the Child Support Act 1991 and operate the new child maintenance system in Great Britain (there is a separate but parallel agency for Northern Ireland). The CSA is responsible for tracing Non-resident Parents, working out how much maintenance they should pay, and can collect and enforce payments

Prior to 3 March 2003, CSA stored information on the Child Support Computer System (CSCS). Since the introduction of the new computer system (CS2) on that date, all new Child Support applications have been assessed under a current scheme on the new system

### Changes in this edition

There are no substantive changes to the tables in this edition.

In preparation for the introduction of the Child Maintenance and Enforcement Commission, a change in terminology has been reflected throughout this QSS. 'New' Scheme is now referred to as 'Current' Scheme.

### Changes in the September 2008 QSS

We do not expect to make any changes in the September 2008 QSS.

However, users should be aware of changes of legislation in October 2008 which removes 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. This will be seen as a fall in overall caseload after October 2008.

In the run up to the change, a further legislative repeal in July 2008 will mean that single parents making a new claim for income based benefit will no longer be referred to CSA. Some will make direct arrangements with the Agency, but they are not compelled to do so. In the next QSS, this change will be seen as a huge fall (to near zero) in the numbers of potential new claims received directly from Jobcentre Plus.

The effect within QSS will be:

- Table 13.1 and Table 13.2 will remain unchanged (benefit receipt for non-resident parents and parents with care)
- Table 2.1 – 2.4 (new application process) will continue to show "Applications received directly via Jobcentre Plus" rows, but the numbers will show the falls indicated above. Between July 2008 and October 2008, parents with care on benefit opting to claim for maintenance via the CSA will be shown as "manually introduced applications". Therefore, these rows will show a rise during these months. From October onwards, parents with care on benefit opting to claim for maintenance via the CSA will be shown as "Private applications"