



First Release

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CHILD SUPPORT AGENCY QUARTERLY SUMMARY OF STATISTICS

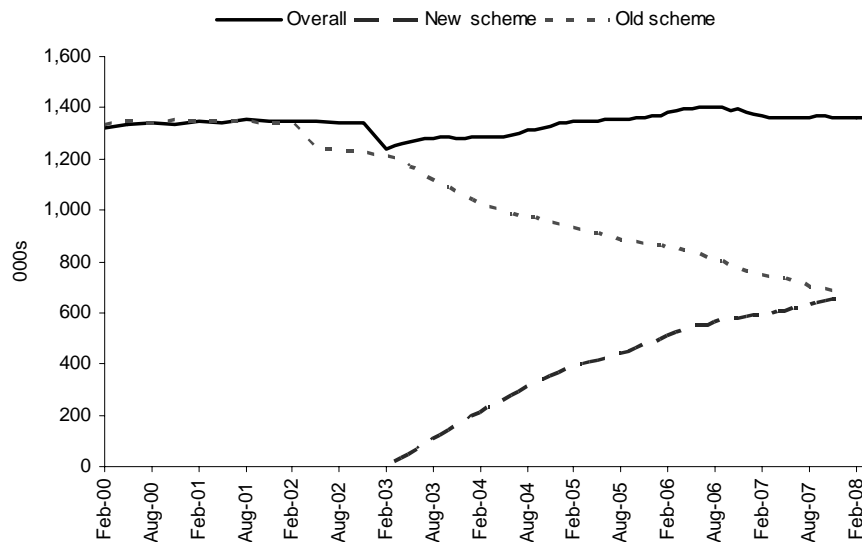
Introduction

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 March 2008, the Agency collected or arranged £1,010M in child maintenance (regular and arrears), of which £126M was arrears.
- In the three months to March 2008, maintenance had been collected or arranged by the Agency on behalf of 749,300 children.
- At the end of March 2008, the CSA caseload stood at 1.4 million, this represents a very small increase since March 2007.

Overall caseload by scheme



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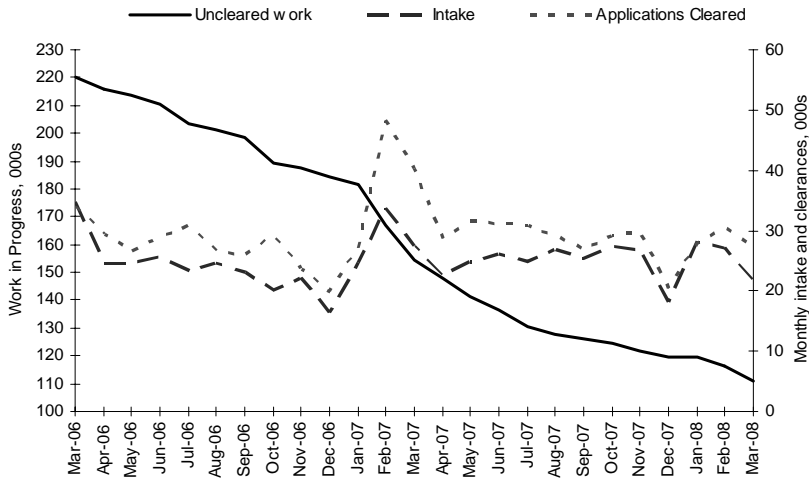
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- Of all new scheme applications received in December 2007, 77% had been cleared within 12 weeks, compared to 61% of applications received in December 2006. Of those applications received in September 2007, 88% had been cleared within 6 months, up from 78% in September 2006. At end March 2008, 8% of all new scheme applications received have yet to be cleared. In March 2007, 14% of all new 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 new 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, 89% of cases have made at least one payment to the parent with care.

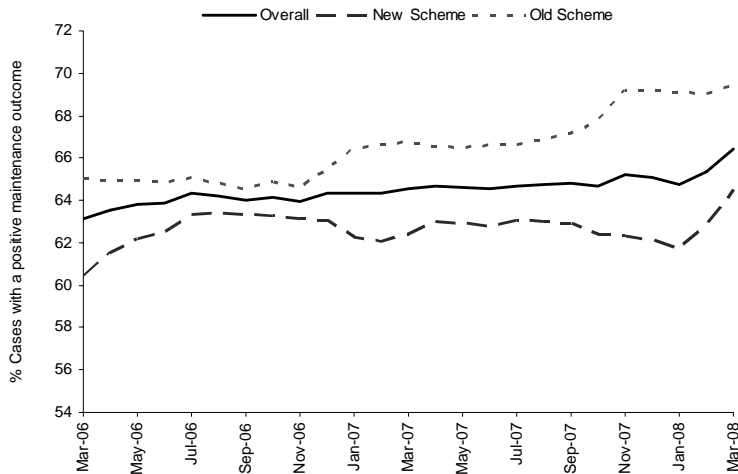
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New scheme application intake, clearances and work on hand: monthly



this represented an increase of £191 million on 2005/6, the average monthly rate of increase has slowed from £20 million to £16 million.

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



- At the end of March 2008, the Agency had answered 98% of telephone calls available to staff to answer, with an average waiting time of 20 seconds, up from 97% answered with a waiting time of 26 seconds in the year ending March 2007.
- In March 2008, there were 9,500 staff employed by the CSA (measured on a full-time equivalent basis).

- At the end of March 2008, there were 138,000 uncleared applications across both schemes, a fall of 30% over the previous twelve months. The volume of uncleared new scheme applications has fallen by 47,000 since March 2007 and, at 107,000(including clerical cases) is at its lowest since September 2003. This represents a fall of 30% since March 2007.
- In the quarter ending March 2008, on average, where maintenance had been charged and then paid via the collection service, the Agency had collected 92% of the amount due. Performance in this area has been broadly flat for the last year.
- At the end of the 2006/7 financial year (latest available), the total amount of outstanding money owed by non resident parents to parents with care stood at £3.7 billion, whilst

- In the quarter ending March 2008, 67% 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 March 2008, the average new scheme maintenance calculation was £24 per week (including zero calculations), and that for old scheme assessments was £20.

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 new scheme on the new system

Changes in this edition

Financial tables

Last quarter we announced that a problem had been discovered with how some money received by the Agency was being counted. In simple terms, previously only those receipts which the Agency had linked to computerised requested payments from non-resident parents were counted. However, this excluded some payments which had been made, such as voluntary payments; direct payments; and money from clerical requests for payment from non-resident parents. After an investigation we have now included these extra payments. The inclusion of these extra payments has:

- increased the percentage of cases with a positive maintenance outcome (table 7.2) by 2.5 percentage points
- increased the number of children receiving maintenance (table 28) by around 30,000
- Case compliance has increased by nearly a percentage point
- increased the overall caseload by around 4 thousand. This has occurred as money has been received from some cases previously categorised as cancelled or withdrawn and without any financial activity.
- Forced the complete suspension of the cash compliance table. These extra payments are not associated with payments requested by the Agency. Therefore, the ratio of requested payments and payments received produces invalid results.

All affected tables carry a footnote.

However, the amount of arrears collected is still understated. Maintenance collected is defined as arrears if it has been allocated to an arrears schedule. Due to the way in which the computer systems works money that has been received later than the due date (which would be considered to be arrears) may be allocated against outstanding regular schedules. In these cases the money collected will be excluded from arrears collections in the above figures, but will be included in the total maintenance collected, and arrears collections are therefore understated.

Clerical cases

The figures included in the main body of the QSS include the majority of the cases that have been (or are being) progressed as clerical cases. However, the tables reflect the position at the point the case became clerical.

The outcome of cases now being managed clerically is not reflected in the Maintenance Outcomes and Compliance tables. The record of the case remains on CS2 but receipts will not be associated to the case on the system. Therefore, if the case was charging at the time it was removed from CS2 the case will now class as a negative outcome for the Agency. Outcomes for clerical cases which have never been on CS2 are also not reflected.

It is not currently possible to fully integrate the clerical caseload in these tables, but it is now possible to include information at a high level within the Secretary of State Targets. This information is presented in the 'Summary' table.

Small change to Maintenance Direct

As announced in the last publication, figures from March 2008 onwards include a change to move around 1,500 cases which have a maintenance direct agreement from "Assessed, not charging" to the "Maintenance Direct" category.