

Child Maintenance Service 2012 Scheme – Experimental Statistics Aug 13 – May 15

Coverage: Great Britain

Frequency of release: Quarterly

Publication Date: 24 June 2015



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for Work &
Pensions

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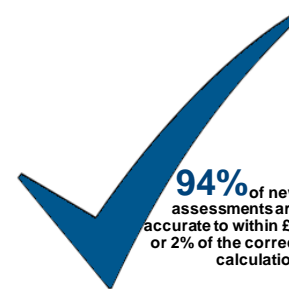
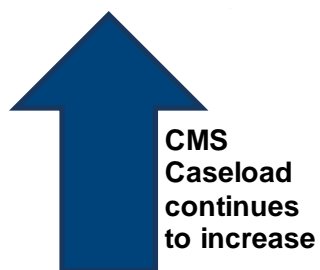
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Introduction

This publication contains information on cases being processed on the 2012 statutory child maintenance scheme, delivered by the Child Maintenance Service (CMS). The 2012 Scheme was introduced alongside the government's reform of the child maintenance system to support separated parents to work together and set up their own family-based arrangements. The 2012 Scheme was introduced to support families who are unable to make arrangements themselves. The 2012 Scheme will replace the 1993 and 2003 Schemes (administered by the Child Support Agency) over the next few years as 1993 and 2003 cases are closed. Comparisons should not be made to previous schemes because of the different objectives of the 2012 Scheme and the relatively high proportion of cases in the course of making their first payment.

Headlines



From 30 June 2014, application fees were introduced when applying to the 2012 scheme, along with charges for certain enforcement activities. Collection charges were introduced for using the Child Maintenance Service to collect and pay maintenance from August 2014.

The number of cases managed by the Child Maintenance Service continues to increase following the introduction of application and collection charging. **The caseload stood at 130,200 as at the end of May 2015**, an increase of 19% when compared to February 2015.

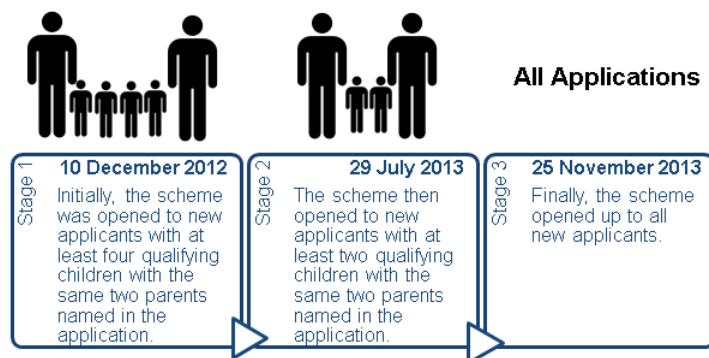
Service levels remain high; although there has been slight reductions in the percentage of calls answered and those answered within 30 seconds. Accuracy levels have decreased to 94% in May 2015 from 96% in February 2015.

Although complaints are increasing as more applications are made to the 2012 Scheme, **the percentage of complaints received in May 2015 represents 0.14% of the overall caseload.**

Introduction

This publication contains information on cases being processed on the 2012 statutory child maintenance scheme, delivered by the Child Maintenance Service. The data covers the period of August 2013 to May 2015.

The 2012 child maintenance scheme was introduced using a staged implementation process.



This release begins from the period where the pathfinder approach to the 2012 Scheme was open to new applicants with at least two qualifying children with the same two parents named in the application. Prior to August 2013 the caseload was restricted, with the low volumes of cases handled not being representative of the overall child maintenance caseload.

These statistics are still in the early stages of development and assurance. Some of the statistics are currently collated manually by accessing core systems while the development of automated system based reports continues. The statistics have therefore been classified as experimental and may be revised in future editions.

The [publication strategy for the 2012 Scheme](#) was published on 26 February 2014.

Changes to this Publication

Additional Compliance data has been published with this release, comprising of the number of Case Groups due to pay, the number of Case Groups paid and the Cash Compliance data relating to those cases.

Future updates may be subject to revision due to ongoing development of methodologies.

Changes to Future Publications

Information on the 2012 Scheme continues to be developed and tested. Additional measures will be included in future publications when DWP statisticians are assured of the quality of the data, in line with the publication strategy.

Upcoming Releases

The next release of Experimental Statistics on the 2012 Scheme will contain data up to August 2015 and will be published in September/October 2015.

Supplementary excel tables

All underlying data included in the charts and figures featured in this summary is included in accompanying excel tables.

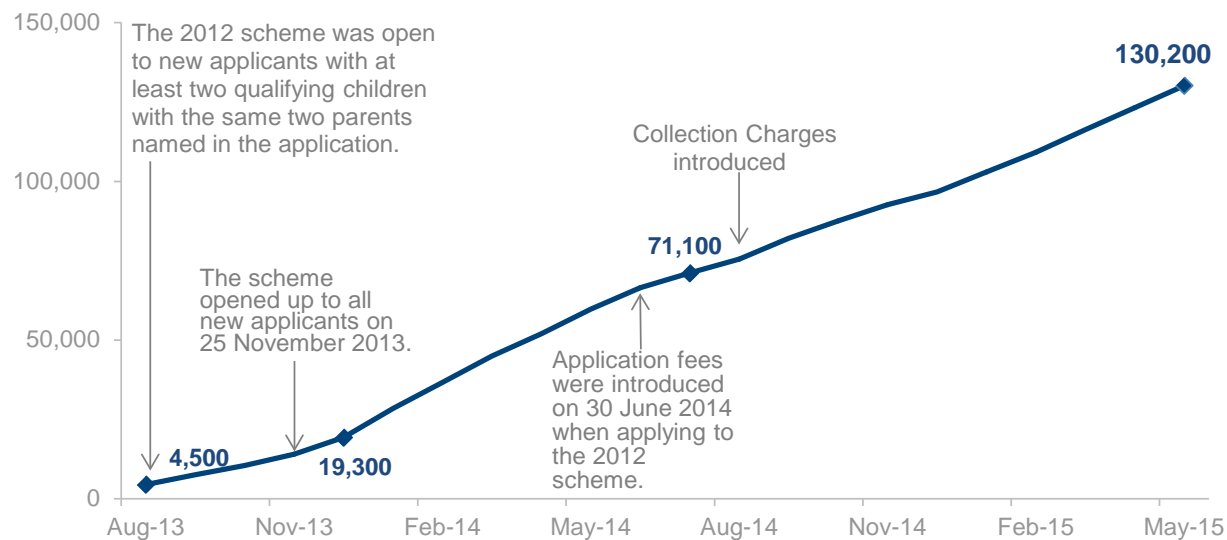
This includes tables on those applying to the 2012 Scheme, total cases managed by the system and breakdowns of cases paying through the scheme or directly to the receiving parent. It also includes figures on service standards, including telephony, accuracy and complaints. Additional Compliance data has been published with this release which can be found in Tables 1.2 & 1.3.

This summary provides an overview. Key terminology is included on page 7 and page 8 provides an overview of the 2012 Child Maintenance Scheme.

Intake and Caseload

The number of cases managed by the Child Maintenance Service continues to increase following the introduction of application & collection charging

Total caseload each month from August 2013 to May 2015



Cases on the 2012 Scheme have the option to pay maintenance via the CMS Calculation and Collect Service or pay maintenance directly to the receiving parent (Direct Pay). Where there is evidence that suggests that the paying parent is unlikely to pay, Direct Pay will not be appropriate and the Calculation and Collect Service will be used.

From 30 June 2014, application fees were introduced when applying to the 2012 scheme, along with charges for certain enforcement activities. Collection charges were introduced for using the Child Maintenance Service to collect and pay maintenance from August 2014.

Main Findings

The number of cases managed on the 2012 Scheme increased by 19% in May 2015 when compared to February 2015.

See [Table 1.1](#) for full data.

A system issue has been identified which impacts New Application Intake figures in Table 1.1. Investigations have been carried out which identified incorrect duplication of New Applications. Samples of the cases affected have been examined to estimate the number of duplicate applications¹.

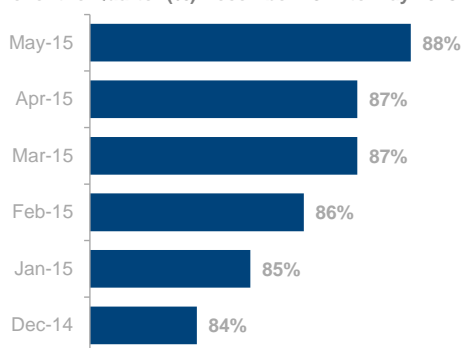
Duplicate cases created from the system issue have been removed from the New Application Intake figures in Table 1.1. We are aware of the issue and are working to implement a system fix.

¹In order to ensure 95% confidence in the results, the sample size was calculated to provide a statistically valid sample. This means we are 95% confident in the number of duplicate applications we have removed.

Compliance and Method of Payment

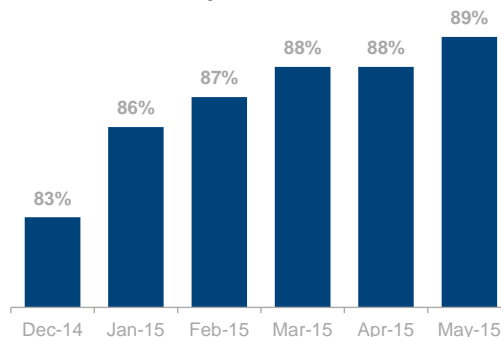
The percentage of case groups contributing towards current liability is increasing.

Case Groups Contributing towards Current Liability over the Quarter (%) December 2014 to May 2015



The percentage of cash paid from cash due in the quarter is increasing.

Cash Paid against Cash Due in the Quarter(%) December 2014 to May 2015



A Case Group is defined as all of the cases associated to a Paying Parent. For example, there may be two separate cases for children in relation to the same paying parent. Both of these cases will be linked by the paying parent and defined as a Case Group.

Chosen method of payment of those who are due to pay maintenance as at May 2015

Collection Service, 31%

Direct Pay, 69%

Clients are encouraged wherever possible to use Direct Pay as their method of payment. Collection fees were introduced from August 2014 for clients who use the Calculation and Collection Service. Paying parents will be charged a rate of 20% with receiving parents charged at 4%.

Main Findings

7 out of 8 are contributing towards their current liability



In the quarter to May 2015, **88% of Case Groups were contributing towards their current liability**, with 89% of cash due, paid.

Figures on the number of Case Groups with a Current Liability and Case Groups contributing towards a Current Liability are now included in [Table 1.2](#) and Cash Compliance data is now available in [Table 1.3](#).

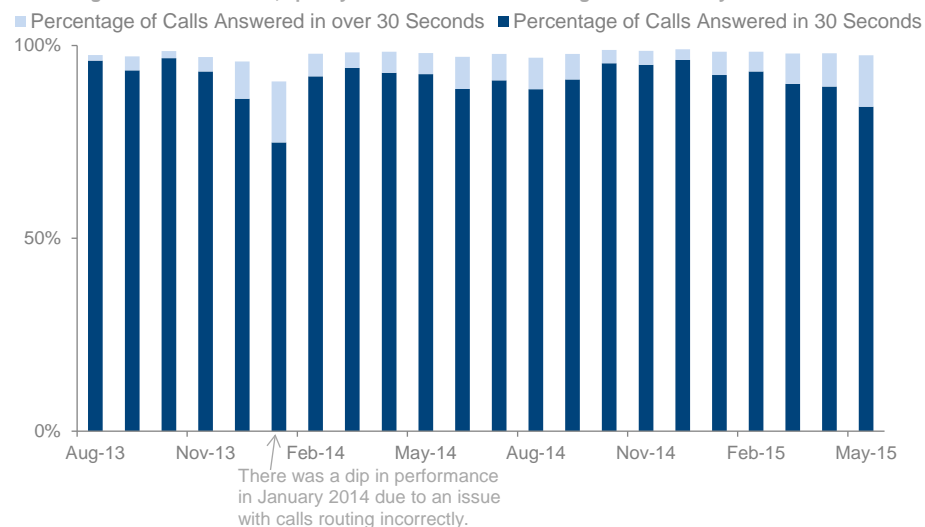
As at the end of May 2015, **69% of cases that were due to pay their liability chose to pay maintenance directly to the receiving parent**. This is an increase on the end of February 2015 position of 67%. Since the measure was reported in August 2014, the number of cases paying money direct to the receiving parent has been on an upward trend.

See [Tables 1.4 & 1.5](#) for historical splits of chosen method of payment.

Service Standards

The percentage of calls answered remains high with the majority of calls being answered within 30 seconds

Percentage of Calls answered, split by time taken to answer - August 2013 to May 2015



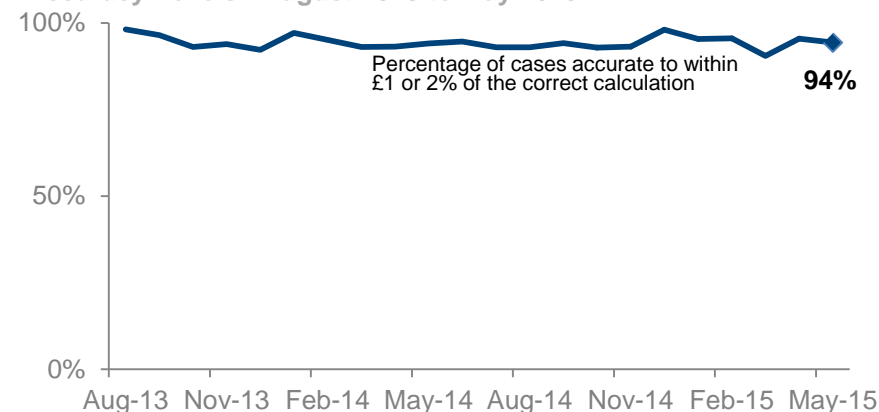
The number of complaints received in month has broadly increased as more applications are made to the 2012 Scheme, but remains less than 0.3% of the total caseload

In month complaints as a percentage of caseload - August 2013 to May 2015



Accuracy levels have remained above 90%

Accuracy Levels - August 2013 to May 2015



Main Findings

The percentage of calls answered has remained high overall with exception to the dip in January 2014 due to calls routing incorrectly. **In May 2015, 97% of calls were answered, with 84% answered within 30 seconds.** See [Table 1.6](#) for full data.

In response to customer feedback we introduced an enhancement to our telephony routing in May 2015. The enhancement has allowed us to route even more customers to caseworkers with the appropriate knowledge and skills to deal with their enquiry or progress their case. This change has resulted in a small increase in the time taken to answer calls.

Accuracy has decreased by 2 percentage points when compared to February 2015, **standing at 94%** in May 2015. See [Table 1.7](#) for full data. Accuracy is defined as the percentage of cases that are accurate to within £1 or 2% of the correct calculation.

There were **180 complaints** received in May 2015. The number of complaints received in-month represents 0.14% of the overall caseload.

The number of complaints received to date represents approximately 2% of the overall caseload. See [Table 1.8](#) for full data.

Methodology

Prior to December 2013, data is not representative of the full caseload due to the 2012 Scheme being introduced using a phased approach. During the early stages of the 2012 Scheme, applications were still accepted on the 2003 Scheme where the criteria were not met to apply to the 2012 Scheme. Please see the [Child Support Agency Quarterly Summary of Statistics](#) for historical intake figures.

Data Sources

From August 2013 to March 2014 **Intake and Caseload** information was produced through interrogation of the Siebel case management system. From April 2014 onwards, this information is sourced from an automated report, via Contingency Management Information (MI).

A system issue has been identified which impacts New Application Intake figures in **Table 1.1**. Investigations have been carried out which identified incorrect duplication of New Applications. Samples of the cases affected have been examined to estimate the number of duplicate applications¹.

Duplicate cases created from the system issue have been removed from the New Application Intake figures in **Table 1.1**. We are aware of the issue and are working to implement a system fix. This Issue has impacted intake figures from September 2014 on an incremental basis, starting at around 0.5% and increasing to approximately 13% in the latest month.

New Application Intake figures also include duplicate cases due to caseworker error or client behaviour, which are under investigation. Duplications due to client behaviour are where the client has cancelled their application and decide to come back to the CMS at a later date.

Compliance measures include cases paying both via the Calculation and Collection service and Direct Pay. **Table 1.2:** Proportion of Case Groups Contributing towards Current Liability is derived by dividing the number of case groups that have paid by the number of case groups due to pay. **Table 1.3:** Proportion of Cash Paid from Case Groups with a Current Liability is derived by dividing the amount of cash paid by the amount of cash due, from case groups that were due to pay.

Cases paying via Direct Pay are assumed to be fully compliant as clients can come back to the CMS if there is a default on their payment or to request a revised calculation. This information is sourced from an automated report which was redeveloped due to issues following the introduction of application fees and charging as part of the Child Maintenance Reforms. The series of new methodology is available from December 2014.

Service Type information in **Table 1.4** for the period between December 2013 and May 2014 is based on Case Groups and is sourced from an automated report. Due to redevelopment of the underlying source report, **Table 1.5** provides Service Type information sourced directly from the Siebel source system. This data is available from August 2014, giving a case based view as at the end of each month. This series may be subject to revision in future editions due to the implementation of new methodologies.

Telephony data is collated on an automated telephony system which routes callers to the correct caseworker. This system has a built in management information capability which produces detailed reports including calls received, calls answered and speed to answer for all calls.

Accuracy figures are derived by checking a sample of cases on which new assessments or changes to assessments have been carried out to ensure that the calculation was accurate. The sample is derived by manually accessing the core system and results are recorded and reported in Excel.

Complaints information for the 2012 statutory scheme is collated clerically.

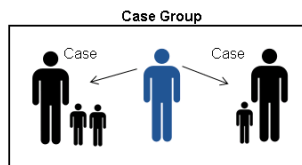
¹In order to ensure 95% confidence in the results, the sample size was calculated to provide a statistically valid sample. This means we are 95% confident in the number of duplicate applications we have removed.

Definitions

Intake: The number of new applications received to the 2012 statutory scheme.

Caseload: The number of cases which are being managed on the 2012 statutory scheme.

Case Group: A case group consists of all of the cases associated to a Paying Parent.



Compliance: The proportion of case groups who are contributing towards their current liability. Any contribution in the quarter, regardless of the amount, is counted as contributing.

Cash Compliance: The proportion of cash paid from case groups with a current liability.

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

Calculation and Collection: A case is classed as 'Calculation and Collection' when the maintenance calculation has been derived by the CMS (after assessment of the case) and the paying parent pays child maintenance to the CMS. The CMS then sends this money to the receiving parent. Money is paid into a bank or post office account or via [simple payment](#) method.

Further information on [how to pay child maintenance](#) is available online.

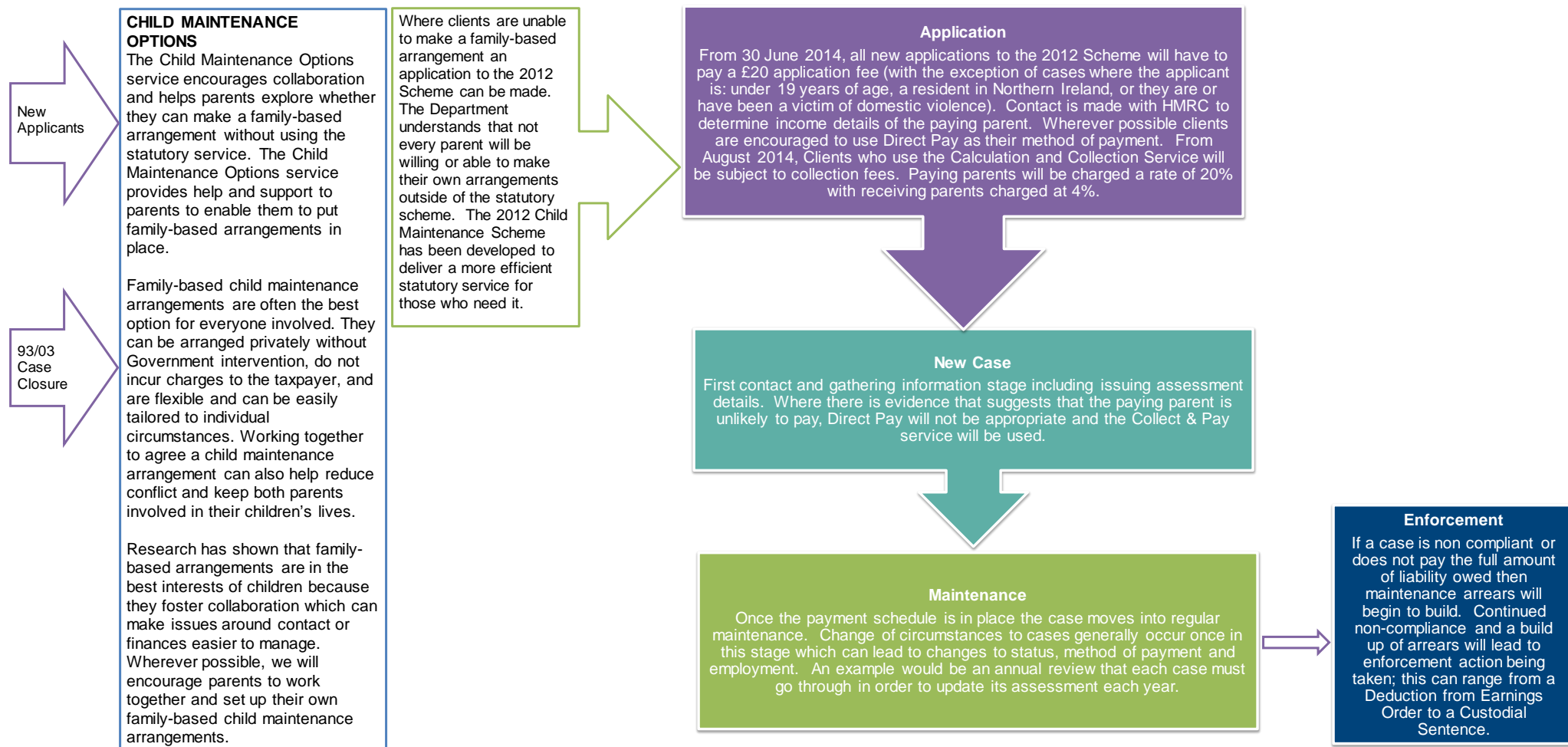
Service Type: This is the chosen method of payment of cases due to pay maintenance. Service type is split by cases paying via the Calculation & Collection Service or via Direct Pay.

Telephony: The percentage of calls answered and the percentage of calls answered within 30 seconds.

Accuracy: The percentage of cases that are accurate to within £1 or 2% of the correct calculation.

Complaints: The number of complaints received on the 2012 Scheme.

2012 Scheme Overview



Notes

The 1993 and 2003 statutory schemes continue to be delivered by the Child Support Agency (CSA). However, over time the 2012 Scheme will be the only child support scheme in operation. The process to close CSA cases began on 30 June 2014 and is expected to take around three years.

Comparisons should not be made to previous schemes because of the different objectives of the 2012 Scheme and the relatively high proportion of cases in the course of making their first payment. The reforms to the child maintenance system are to place emphasis on supporting parents to set up collaborative, family-based child maintenance arrangements, so that the statutory scheme is no longer the default option.

Uses and Users

The main users of the statistics in this document include: the public, external interest groups, Parliament, Department for Work and Pensions Ministers, Ministers and officials in other Government departments, Academics, the media and external commentators and Department for Work and Pensions policy and operational officials.

The CMS 2012 Experimental Statistics are used by a number of internal stakeholders for:

- Monitoring and reporting performance trends against key indicators
- Informing briefing, lines to take and press releases
- Internal communications
- Answering Parliamentary Questions and Freedom of Information requests
- Undertaking internal analysis and producing figures at a lower and more granular level
- Setting internal performance measures
- Policy evaluation and to help external users gauge the effectiveness of Child Maintenance Systems

Our external, internet based, publication means that we cannot ascertain all the varied uses of the numbers produced. However, we do know the experimental statistics are used for:

- Providing general information on the Child Maintenance Service in Great Britain
- Measuring performance of the new Child Maintenance Scheme.
- Informing discussions and meetings with external stakeholders and MPs
- Social research and academic studies of the effectiveness of social policy

Feedback Welcome

The Department for Work and Pensions is always glad to hear the comments and views of customers on the 2012 Experimental Statistics. Please email sarah.windass@dwp.gsi.gov.uk.