

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 December 2015

Over half of cases with a
CSA liability have started
the case closure process

59%

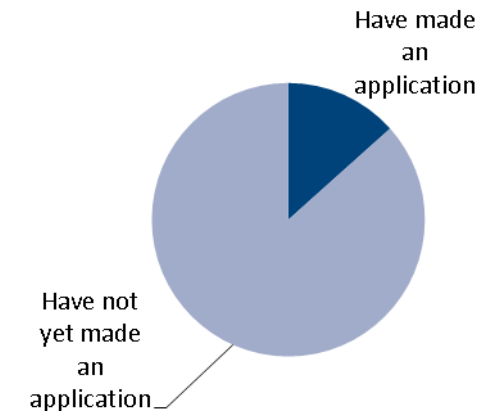
of eligible cases have been selected for CSA
case closure

279 thousand cases
have had their CSA
liability ended

61%

of cases selected have had their CSA liability
ended

13% of cases where liability
has ended via Case
Closure now have applied
to CMS



At a glance

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Comments? Feedback is welcome

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Background

As part of the Government's Welfare Reform agenda a new Child Maintenance Service (CMS) was introduced with all child maintenance cases to be governed by the same rules. This will be achieved by ending liability for cases on the previous child maintenance schemes (1993 and 2003 schemes) and inviting clients to consider making their own family-based arrangements or to apply to the CMS.

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.

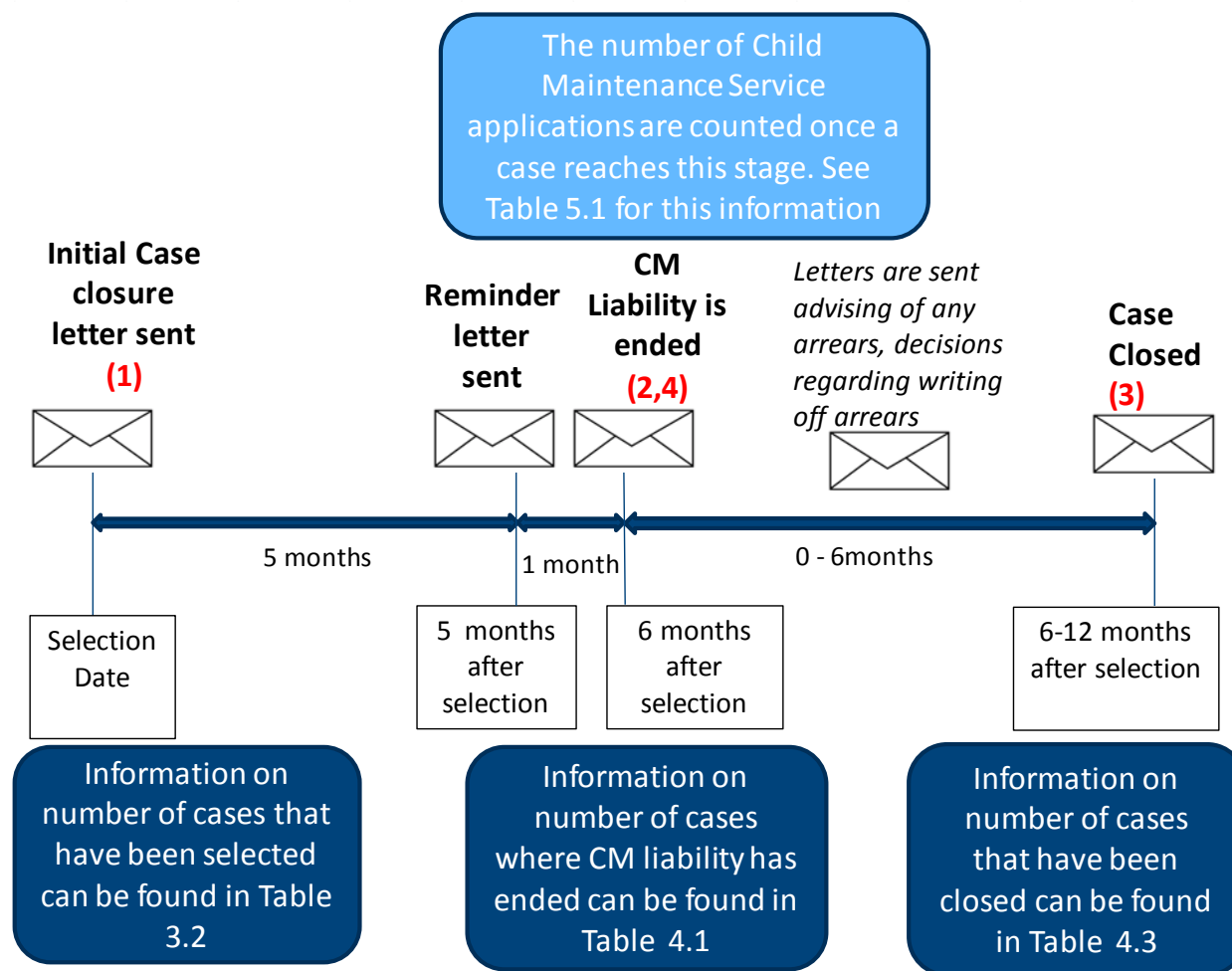
Due to the large volumes of cases involved, cases are being closed in a structured process determined by the characteristics of the case. This is known as **proactive** case closure. Details of these proactive selection segments can be found within the [definitions](#).

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

1. Cases where a new application is made to the CMS. In these cases 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 CMS application. This is because these cases will come to a natural end before the end of the transition period.

Diagram 1 on the following page shows the different stages of the case closure process.

Diagram 1: The stages of case closure



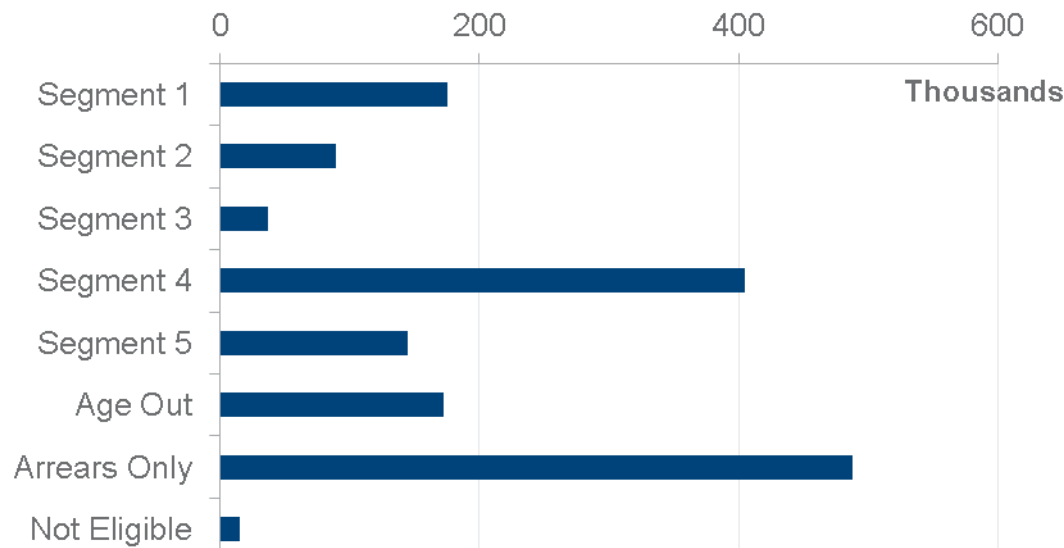
These statistics cover:

- 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, 852 thousand cases were subject to have their CSA liability ended by December 2017

Number of cases per case closure segment as of June 2014



Before case closure began in June 2014, 851,600 cases were subject to have their CSA liability ended. These are cases within segments 1 to 5.

The majority of the remaining cases (488,300) are arrears only cases. These cases do not have a liability, so are not due to have liability ended as part of the case closure process.

See **Table 2.1** for full data.

More information on CSA Case Closure

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

Prior to selection, the segment is determined based on the characteristic 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.

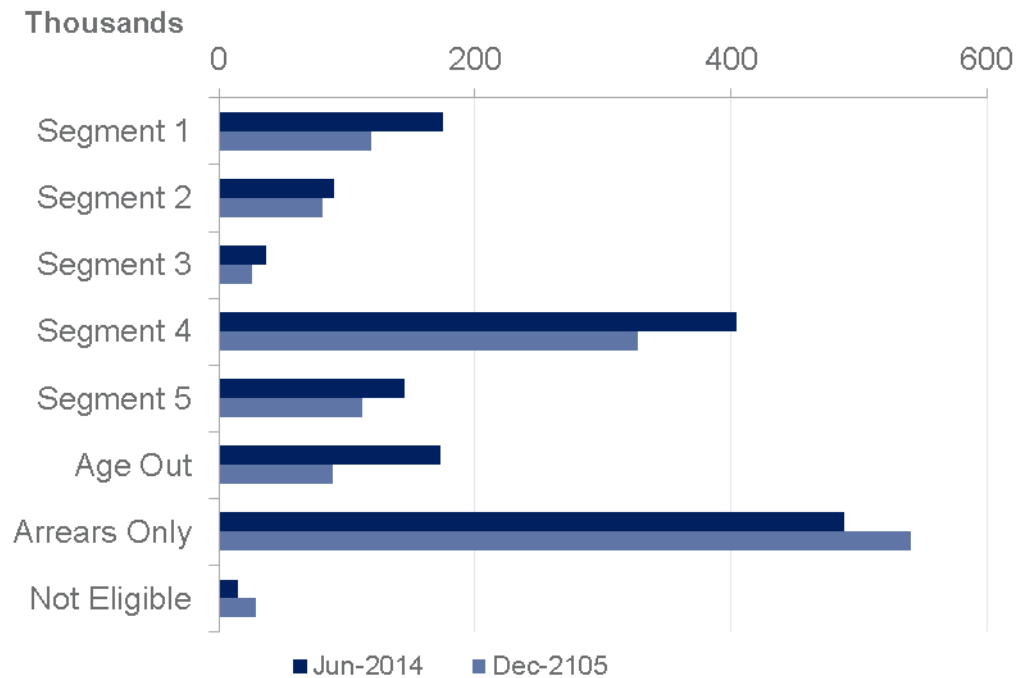
Cases are selected in case groups, based on all of the cases related to each non-resident parent. If a case is linked, i.e. where there is the same non-resident parent named on the cases, the cases will be selected together within the highest segment for the case group.

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

Further details of the CSA caseload can be found in the [Child Support Agency Quarterly Summary of Statistics](#).

As of December 2015, the Child Support Agency caseload has decreased.

Number of CSA cases per case closure segment, June 2014 to December 2015



As of December 2015, the overall CSA caseload has decreased from 1.5 million to 1.3 million.

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 to 664,500.

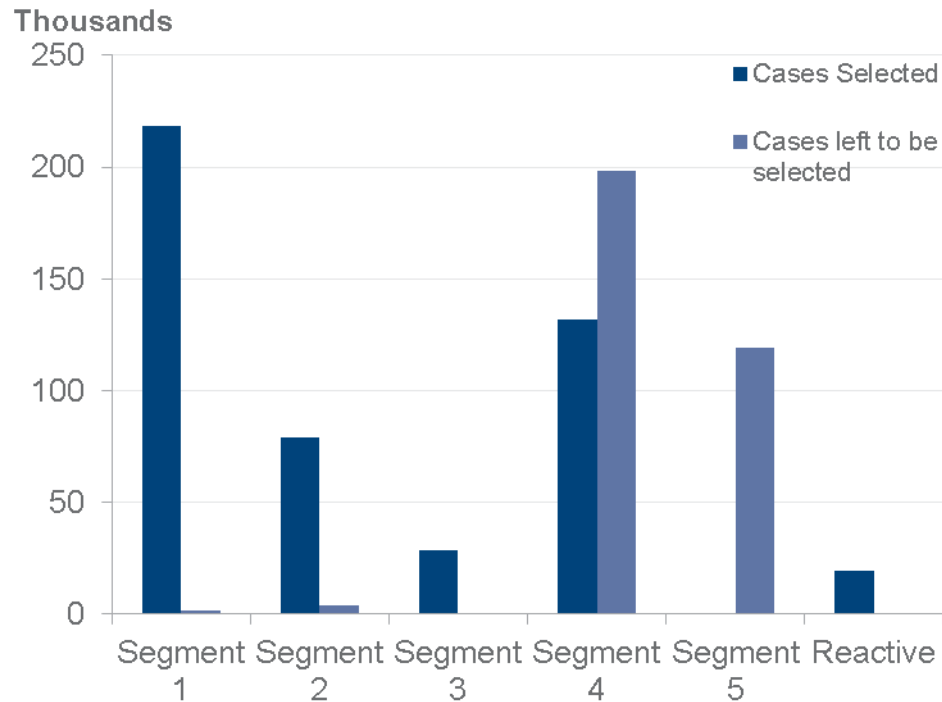
An increase can be seen in the 'Arrears only' category, this increase can be associated with cases where liability may have come to an end outside of the case closure process, but there are still arrears on the case.

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

Case Closure Position as of December 2015

The majority of cases in segments 1, 2 and 3 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 December 2015



457,800 cases have been proactively selected for CSA case closure, with a further 19,300 cases being selected reactively.

The majority of cases within segments 1, 2 and 3 have now been selected with a small number of cases remaining to be selected. This is where a case has changed segment prior to selection as the characteristics of the case have changed.

The selection of segment 4 cases began in May 2015, and as of December 2015 131,700 cases have been selected. This represents 40% of the segment 4 caseload as of December 2015.

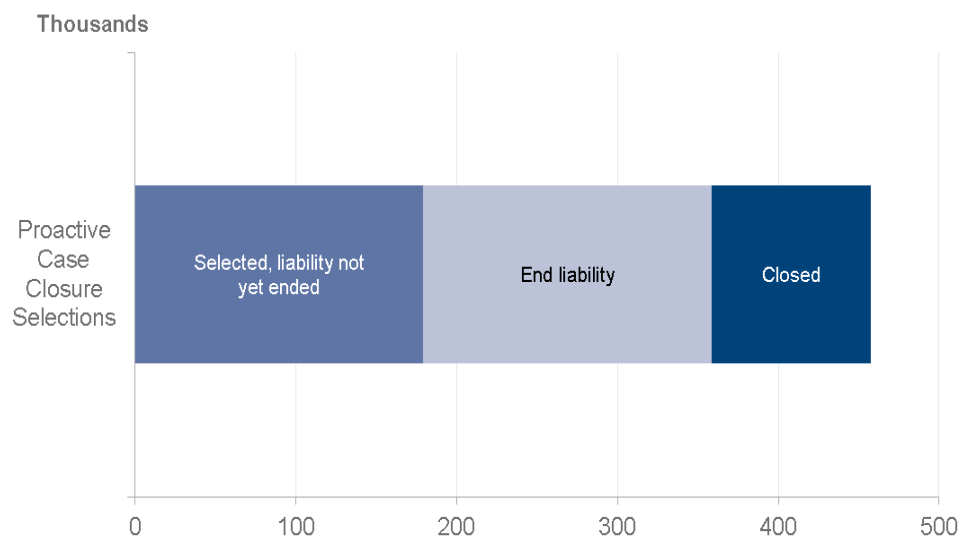
See **Tables 3.1, 3.2 and 3.4** for data on proactive case closure selections.

See **Table 3.3** for information on reactive case closure selections.

Ending liabilities and Closing Cases

Just under two thirds of cases that have been selected for proactive case closure have ended liability, and over a fifth of all 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 December 2015



As of December 2015, 278,800 cases have had their liability ended through the **proactive** CSA case closure process.

This represents 61% of all cases that have been proactively selected for CSA case closure as of December 2015.

In addition to this 16,300 cases have had their liability ended through **reactive** case closure.

The total number of cases where liability has ended represents 38% of all cases due to have their liability ended as part of case closure as of December 2015.

99,000 cases have had their cases closed under the proactive CSA case closure process, and 11,300 have closed under the reactive case closure process. This represents 23% of all cases that have been selected for CSA case closure.

See **Tables 4.1 and 4.3** for information on cases ending liability and closing via proactive case closure.

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 as part of the CSA case closure process is when a case no longer has liability to pay maintenance via the CSA. This is 6 months after case closure selection for proactive cases and 38 days for reactive cases.

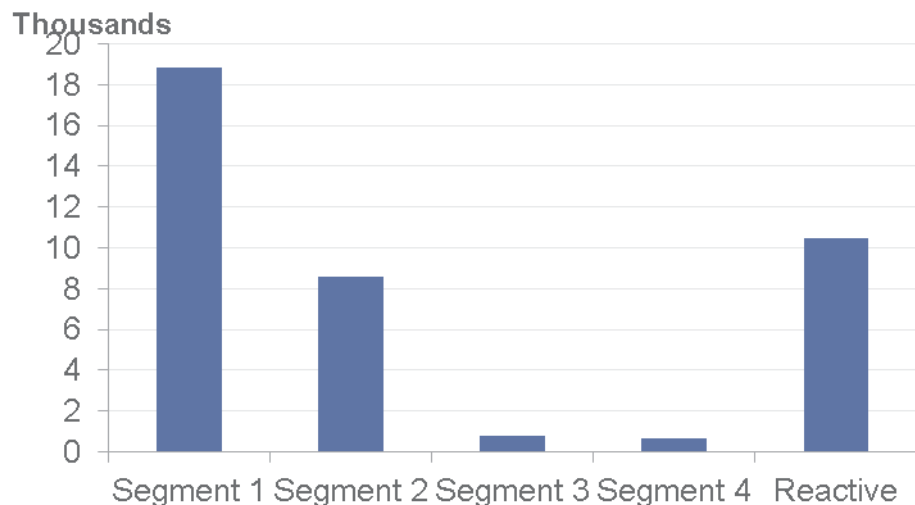
Following end liability, clients are contacted about any arrears that remain before the case is closed. See diagram on page 3 for details of the case closure process.

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

Applications to the Child Maintenance Service and arrears only cases

13% of cases that have had their CSA liability ended, via reactive or proactive closure, have made an application to the CMS

Number of cases, that have had the CSA liability ended, and now have applied to the CMS, by case closure segment - December 2015



29,000 cases that have had their CSA liability ended via proactive case closure and 10,500 cases that have had the CSA liability ended via reactive case closure have made an application to the CMS.

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

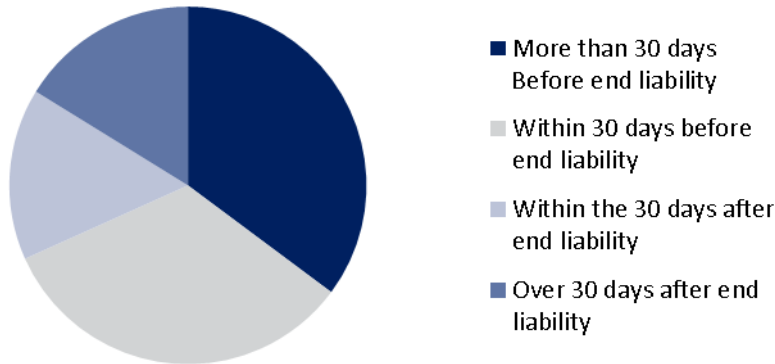
The underlying applications data uses the same source data found within the existing [Statistics on the 2012 statutory child maintenance scheme](#).

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.

Two thirds 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
December 2015



As of December 2015, 29,000 applications have been made to the CMS by clients who have been selected for Case closure, of these, 19,800 were made before CSA liability was ended.

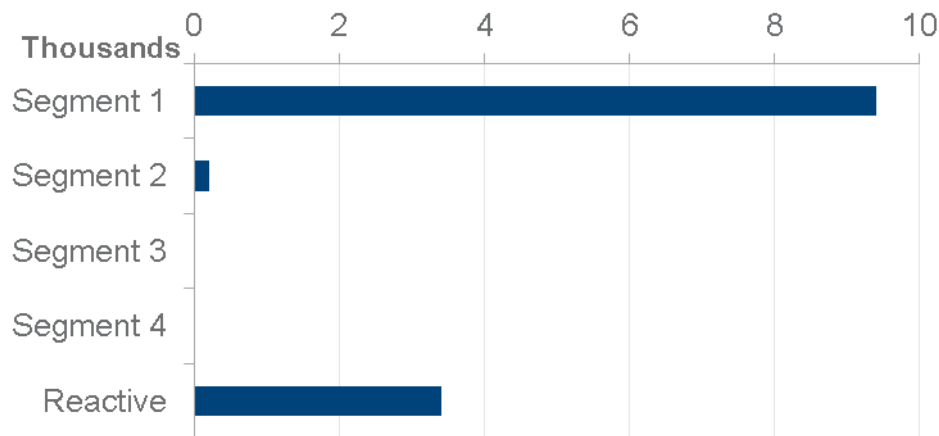
4,500 applications were made in the month following end liability and 4,700 were made more than a month after end liability.

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 13,100 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 - December 15



As of December 2015, there were 9,700 arrears only cases on CMS following proactive case closure and 3,400 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.

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

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

Methodology

Data Sources

The administrative data used within this publication are derived from the Child Maintenance administrative systems; Child Support Computer System (CSCS) and 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.

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 2012/Arrears Only on 2012

Applications data is 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.

A link cannot be made if the details for either parent are missing. Applications may, therefore be undercounted. Arrears only cases are identified by using a flag within the Siebel source system. The underlying applications data uses the same source data found within the existing Statistics on the 2012 statutory child maintenance scheme.

A system issue has been identified which impacts New Application Intake figures. Duplicate cases created from the system issue have been removed from the applications to 2012 figures in Tables 5.1 – 5.4.

New Application Intake figures include some cases where the client has closed an existing application and decided to come back to the CMS at a later date.

The methodology used to identify and remove these duplicate cases may be refined in future publications.

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 31 st December 2017. Liability will not end on these cases unless it is 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. Further details on transitioned arrears can be found in the CMS accounts.
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 on page 3 for details of the case closure process.
End liability	When a case no longer has liability to pay on-going maintenance via the CSA. This is 6 months after case closure selection for Proactive cases and 38 days for reactive cases.
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 one of the following reasons:</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 - During the case closure process, the case has been identified as not eligible. This could be due to a death on the case, or the case not appearing in lists of cases to be selected.
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, and the Paying Parent also has a case on the 1993/2003 schemes, reactive case closure will be triggered.
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 will be 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 will be 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 will be 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.

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](#)