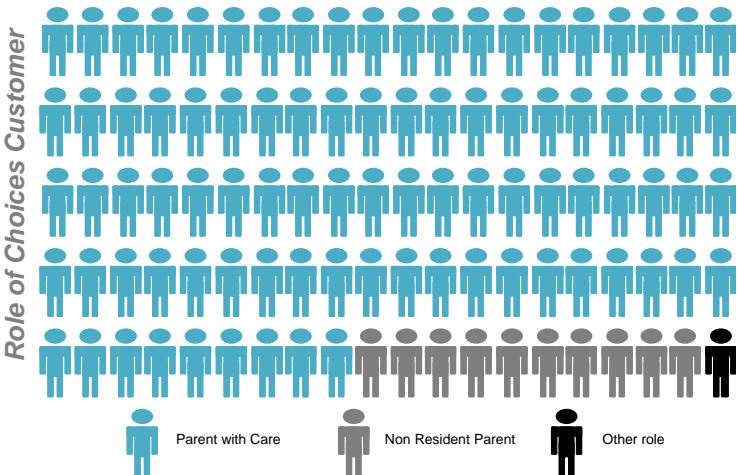
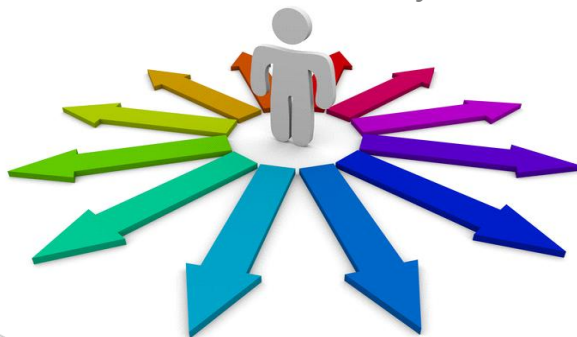


CHILD MAINTENANCE SERVICE CHOICES SURVEY RESULTS

2016



96.3% agreed the Choices staff member explained the options around child maintenance clearly



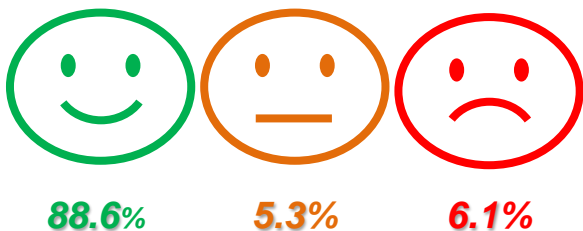
Action taken following information received from Choices

45.5% applied to the Child Maintenance Service for a statutory arrangement

27.7% were able to make a Family Based Arrangement



Overall Satisfaction



93.4% agreed the Choices staff member listened to them and understood their circumstances



Department for Communities



Northern Ireland Statistics & Research Agency

Notes:

In 2016 the Child Maintenance Service (CMS) commissioned a survey of people who had recently been in contact with Child Maintenance Choices. The purpose of this survey was to gain feedback about the level of service provided by Choices. Responses were collected from individuals who had differing roles. These were Parents with Care (PWCs), Non Resident Parents (NRPs), and those who were contacting Choices on behalf of someone else.

The fieldwork was carried out by an independent survey team over a three week period (from 23rd May 2016 until the 10th June 2016) and results were analysed by Analytical Services Unit (ASU) which forms part of the Northern Ireland Statistics and Research Agency.

Child Maintenance Choices provides free information and support to help both parents make informed choices regarding Child Maintenance. The Choices service provides information on all child maintenance options available to parents, which are:-

- Family Based Arrangements (FBA) – all aspects of child maintenance are arranged directly between the parent with care and the non resident parent. CMS do not carry out the calculation or collect the child maintenance.
- A statutory Arrangement – the child maintenance amount is calculated by CMS with payments either made through the service or directly between parents.
- Consent order / Court Order – This is an official ruling made by a court, whereby both parents agree how much child maintenance is going to be paid and how often. This is made into a legally binding contract through the courts and can be done privately between both parents or through a solicitor.

Within this bulletin ‘satisfied’ and ‘very satisfied’ have been combined as have ‘dissatisfied’ and ‘very dissatisfied’ to give an overall figure. Such combined analyses were conducted on raw data and then reported as percentages.

Percentages may not sum to 100% due to rounding.

Date of Publication: 16th December 2016

Issued by: Analytical Services Unit, Department for Communities
1st Floor|Lighthouse Building|Gasworks Business Park|Belfast|BT7 2JB

Contact email: asu@communities-ni.gov.uk

Internet: <https://www.communities-ni.gov.uk/topics/other-dfc-research>