

# Child Maintenance Service Customer Satisfaction Survey Results 2016

## General Findings



16.2% felt CMS services were better than 12 months ago



74.7% felt CMS services were the same as 12 months ago



9.1% felt CMS services were worse than 12 months ago



26.7% of new scheme customers knew about the self service portal

## Fairness of charges to use CMS

Old scheme customers (who are not charged to use CMS)

New scheme customers (who may be charged to use CMS)

46.4% thought it was fair to charge



51.0% thought it was fair to charge

## Satisfaction Levels



74.0% satisfied with the clarity of the information provided/requested by CMS



71.2% satisfied with call handler's ability to deal with their enquiry

86.3% satisfied with the clarity of what the phone call was regarding

**Child Maintenance Service**

## Overall Satisfaction of CMS



64.7%



12.7%



22.6%

## Forms of contact

2.4% had face to face contact



56.5% received email/written correspondence from CMS



9.9% had written to or emailed CMS

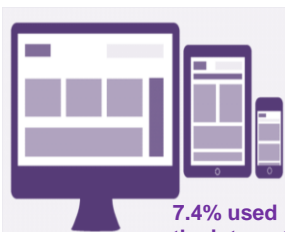
Telephone contact in the last 12 months



58.2%  
Telephoned CMS

53.6%  
Telephoned by CMS

7.4% used the internet



## Role of Respondents



Non Resident Parent



Parent with Care



Both roles

Customers with 1 case  
93.7%

Customers with 2 or more cases  
6.3%

## **Notes:**

In 2016 the Child Maintenance Service (CMS) commissioned a survey of people who had been in contact with their organisation in the previous 12 months. The purpose of this survey was to determine customer satisfaction levels and to determine parameters which cause satisfaction or dissatisfaction so that changes can be made where required. The secondary aim is to determine customer and case demographics, specifically if there is a difference between the old and new schemes.

Responses were collected from individuals who had differing roles. These were Parents with Care (PWCs) and Non Resident Parents (NRPs) on both the old schemes (1993 and 2003 statutory schemes) and new scheme.

In June 2014, the Child Maintenance Service introduced collection and enforcement fees for the statutory maintenance scheme which was launched in December 2012. It also marked the first steps by CMS to close down the 1993 and 2003 statutory schemes. An additional 20% fee is charged to the paying parent on top of their maintenance assessment and the receiving parent receives 4% less than the paid amount (for cases which are not Direct Pay). These charges have been introduced to try to encourage parents to consider their child maintenance options, where this is possible, before applying to the Child Maintenance Service to set up an arrangement.

The fieldwork was carried out by an independent survey team from 25<sup>th</sup> July 2016 to 1<sup>st</sup> October 2016 and results were analysed by Analytical Services Unit (ASU) which forms part of the Northern Ireland Statistics and Research Agency (NISRA).

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.

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**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](mailto:asu@communities-ni.gov.uk)

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