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# Child Maintenance Service

# Customer Satisfaction Survey

# Report

***March 2017***

*Report prepared by Analytical Services Unit, DfC. Based on the results of a survey carried out by an independent survey team employed by DfC from July to October 2016.*

## Table of Contents

	<b>Page</b>
Executive Summary	1
Introduction	3
Objectives	3
Notes	4
Abbreviations and Definitions	5
Methodology	7
Section 1: Overall Perceptions	9
1.1 Overall Satisfaction	10
1.2 Customer Expectations	15
1.3 Customer Perceptions to Being Treated Fairly by CMS	18
1.4 Customer Perceptions to Being Treated with Politeness and with Courtesy by CMS	21
1.5 Comparison of CMS Services from 12 months ago	25
Section 2: Contact	26
2.1 Types of Contact	27
2.2 Email/Written Contact from CMS	28
2.3 Telephone Contact to CMS	32
2.4 Telephone Contact from CMS	37
2.5 Internet Access	40
2.6 Self-Service Portal	42
Section 3: Knowledge of CMS	44
3.1 Introduction of Charging	45
3.2 CMS2012 Scheme Customers	46
3.3 Legacy Scheme Customers	52
Section 4: Possible Improvements	55
4.1 Forms and Leaflets	56
4.2 Call Backs	57
4.3 Changes to the Child Maintenance Calculation	58
4.4 Frequency of Updates on Case	59
4.5 Preferred Methods of Contact	60
4.6 Areas for Improving Customer Service within CMS	61
4.7 Best times for CMS to contact Customers by telephone	62
4.8 CMS Telephone Service Availability	63

Section 5: Comparisons between 2014 and 2016 Customer Satisfaction Surveys	<b>64</b>
5.1 Overall Satisfaction	<b>65</b>
5.2 Customer perceptions to being treated fairly	<b>67</b>
5.3 Customer perceptions to being treated with politeness and courtesy	<b>68</b>
Equality Questions	<b>69</b>
Annex 1 – Sampling Errors and Confidence Limits	<b>73</b>
Annex 2 – Questionnaire	<b>76</b>
Annex 3 – Background Quality Report	<b>107</b>

## Executive Summary

### Sample size and selection

In order to capture the information required, the survey was carried out for clients from all 3 current child maintenance schemes (the two Legacy schemes CS2 and CSCS, as well as the new scheme, CMS2012). Responses were obtained from clients with differing case roles - Parents with Care (PWCs)/Receiving Parents (RP) and Non Resident Parents (NRPs)/Paying Parents (PP).

A random sample of 4,120 customers was generated from CMS data. From this sample 586 interviews were completed following a 10 week period of fieldwork.

### Top line findings from the survey

Almost two thirds of all respondents (64.7%) were satisfied with the overall service provided by CMS in the last 12 months. This compares with a reported level of satisfaction in 2014 of 66.1%. While customer satisfaction has fallen very slightly it should be noted that levels of dissatisfaction also fell very slightly from 24.1% in 2014 to 22.6% in 2016.

Customers of the new CMS2012 scheme were less satisfied overall (61.3% were satisfied) than customers of the Legacy schemes (70.8%). Dissatisfaction levels for CMS2012 customers were considerably higher (26.2%) than for Legacy customers (15.8%).

Over three in five NRPs (60.2%) were satisfied with the overall service provided by CMS. A higher proportion of PWCs (68.1%) felt this way.

Over three in five respondents (60.2%) felt that the service provided by CMS met or exceeded their expectations, while 33.2% felt that the service received from CMS did not meet their expectations.

The majority of respondents (73.7%) either agreed or strongly agreed that they were treated fairly by CMS.

All respondents who had contact with CMS in the previous 12 months were asked which forms of contact were used. The majority of respondents had telephoned CMS (58.2%) or received email/written contact from CMS (56.5%). More than half of the respondents

had received a telephone call from CMS (53.6%). However, only 9.9% had written to or emailed CMS.

Respondents were asked to consider the most recent form of contact initiated with CMS using these methods.

- 237 respondents (40.4% of all respondents) said that their last contact was in writing or via email from CMS. When asked how satisfied they were with the clarity of the information provided or requested by CMS in the written correspondence, of the 231 who responded, almost three quarters (74.0%) of respondents were satisfied with this. However, only 6.9% were dissatisfied.
- 217 respondents (37.0% of all respondents) last initiated contact when they telephoned CMS. Over seven in ten of these respondents were satisfied with three important aspects of their call (length of time taken to answer the telephone – 77.7%; duration of the call – 75.9%; call handler’s ability to deal with the enquiry – 71.2%).
- The most recent contact with CMS of a further 121 respondents (20.6% of all respondents) was initiated when CMS telephoned them. The majority of these respondents were satisfied with three important aspects of their call (clarity of what the call was about – 86.3%; duration of the call – 85.2%; call handler’s ability to deal with customer queries – 77.8%).

Less than one in ten respondents (7.4%) indicated that they had contact with CMS in the past 12 months via the Internet or the NI Direct website. Only 2.4% had contact with CMS in the past 12 months via a face to face meeting.

Customers who indicated that their case belonged to the 2012 scheme were asked if they had registered online to manage their case via the self-service portal. The majority (96.1%) of respondents said that they had either not done so, that they did not know if they had done so or that they could not remember if they had done so. Of these customers, less than one quarter (23.7%) indicated that they knew about the portal.

A higher proportion of 2012 scheme customers said that they think it is fair for CMS to charge customers to use the statutory service (51.0%), compared to Legacy scheme customers (46.4%). Overall, more than half of respondents who had either a 2012 or Legacy scheme case indicated that they did not think it is fair for CMS to charge customers (50.7%).

## Introduction

Customer satisfaction is a measure of how products and services supplied by a provider meet or surpass customer expectation. CMS understands the importance of building and effectively managing the relationship with its customers to ensure the welfare of the children is paramount.

Customer Satisfaction is also seen as a key performance indicator within business.

## Objectives

To build and maintain relationships with customers, CMS needs to understand and meet expectations. The primary objective of this survey is to determine customer satisfaction levels and also 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.

## Notes

Percentages may not sum to 100.0% due to rounding.

For some questions, the sample size (base) is less than 100. The reader is asked to treat the results to these questions with caution. In general, where the sample is less than 50, the findings are not reported as percentages.

Base numbers may vary slightly as responses of 'refusal' and 'not applicable' have been excluded from the analysis.

Where possible, analysis is presented in accordance with best practice advice on disclosure control as follows;

- Cells with values less than 5 are combined with other cells where possible
- \* denotes a cell value is less than 5
- # denotes a cell value is 5 or more but knowledge of this value could identify other cell values less than 5.

The terms on CMS2012 for Parent with Care and Non Resident Parent are Receiving Parent and Paying Parent respectively. However, for the purpose of this report, Parent with Care and Non Resident Parent have been used.

## Abbreviations and Definitions

**ASU** – Analytical Services Unit. ASU is composed of independent statisticians seconded by NISRA to the Department for Communities (DfC).

**Business Analytics Unit (BAU)** – CMS internal analytical team.

**Child** – Person aged under 16, and/or aged 16-19 who is still in full time education.

**Child Maintenance Service (CMS)** - *previously known as Child Maintenance and Enforcement Division (CMED) and The Child Support Agency (CSA)* - The Child Maintenance Service is a statutory child maintenance service. CMS's overall purpose is to promote and secure effective child maintenance arrangements. To deliver this objective the Division has three core functions.

- promoting the financial responsibility parents have for their children;
- providing information and support about the different child maintenance options available to parents; and
- providing an efficient statutory maintenance service with effective enforcement powers.

**Collect and Pay** – The child maintenance amount is calculated by CMS. This amount is collected (or enforced where necessary) from the Non Resident Parent (Paying Parent on CMS2012) and then paid to the Parent with Care (Receiving Parent on CMS2012).

**CMS2012 Scheme** - The newest computer system and legislation which was introduced on 10<sup>th</sup> December 2012 for a small number of new applications. All new applications have been entered onto this scheme since 25<sup>th</sup> November 2013.

**DfC** – Department for Communities. DfC was formed in May 2016 following the restructuring of Northern Ireland governments.

**Direct Pay/Maintenance Direct** - The maintenance amount is calculated by CMS but payments are made privately between the non resident parent and the parent with care (Paying Parent and Receiving Parent for CMS2012)

**Family based arrangement(s) (FBA)** - Family based arrangements are child maintenance arrangements which parents have agreed between themselves. This means that the child maintenance is exchanged outside of the statutory Child



Maintenance Service. Family-based arrangements can also be known as: family arrangements, voluntary arrangements or private agreements.

**Legacy Schemes** - Cases opened prior to 3 March 2003 were entered onto CSCS (computer system). Cases opened from 3 March 2003 (not including those now on the new system (CMS2012) were entered onto CS2. These systems have different legislation and different methods for working out the child maintenance figure. However as they are now the older systems, they have been combined to make the Legacy scheme in this report.

**NI Direct** - A point of contact for various government departments in Northern Ireland. Information on CMS can be found via NI Direct.

**NISRA** – Northern Ireland Statistics and Research Agency.

**Non-resident parent (NRP) / Paying Parent (PP)** - The parent who pays the child maintenance. This is the parent who the child does not normally live with. Child benefit will not be in payment to this parent for the child/children on the CMS case.

**Parent with care (PWC) / Receiving Parent (RP)** - The parent or carer who the child normally lives with. In some cases this can be a grandparent, guardian or other family member who is known as the ‘person with care’, rather than the parent with care.

**Security Questions** - When a client is contacted by or contacts CMS a number of security questions will be asked before talking about the specifics of their case. This is for data protection and if the caller fails the security questions, the call will be terminated or only general questions will be allowed. Security questions can be asked, for example on National Insurance number and date of birth.

**Statutory Arrangement** - An arrangement through the Child Maintenance Service. This includes Direct Pay/Maintenance Direct cases.

## Methodology

### Questionnaire

The questionnaire is based around several core themes, and also includes questions on topical issues that are considered relevant. The questionnaire was designed by Analytical Services Unit (ASU) and Business Analytics Unit (BAU) and was approved by senior management at CMS. The survey utilised a Computer-Assisted Telephone Interviewing approach.

### Sample

A random sample of 4,120 customers was taken from the CMS customer database based on data up to the end of April 2016.

National Insurance numbers were used to ensure a random sample was taken from unique parents, i.e. there was only one entry per person.

The sample was split between each of the two schemes (Legacy and CMS2012) and then by customer role (Non-Resident Parents (NRP) and Parents with Care (PWC)), giving us 4 strata:

- Legacy Scheme Parents with Care
- Legacy Scheme Non-resident Parents
- CMS2012 Scheme Parents with Care
- CMS2012 Scheme Non-resident Parents

Cases with certain characteristics (listed below) were removed from the sampling frame where possible. These are as follows:

- Closed cases
- Cancelled/withdrawn cases without debt
- Sensitive cases
- Potentially violent cases
- Cases with a missing National Insurance number
- Cases where the NRP, PWC or Qualifying Child is deceased
- Cases where the NRP is in prison
- Cases where the NRP is abroad
- Cases where there is not a valid address
- Cases where there is not a valid contact telephone number
- Cases where the individual had been surveyed in the 2016 CMS Choices Survey.

## Fieldwork

Telephone numbers were issued to an independent survey team at the end of July 2016. The fieldwork period was Monday 25<sup>th</sup> July 2016 to Saturday 1<sup>st</sup> October 2016.

## Response rate

Table 1 shows the number and percentage of the sample that completed the survey and its previous iterations.

**Table 1: Comparison of Response Rates Compared to Previous Surveys**

	2016	2014	2010	2009	2007
<b>Sampling pool</b>	4120	2199	1508	1644	5256
<b>Completed interviews</b>	<b>586</b>	<b>652</b>	<b>827</b>	<b>726</b>	<b>641</b>
<b>Percentage completed</b>	14.2%	29.6%	54.8%	44.2%	12.2%

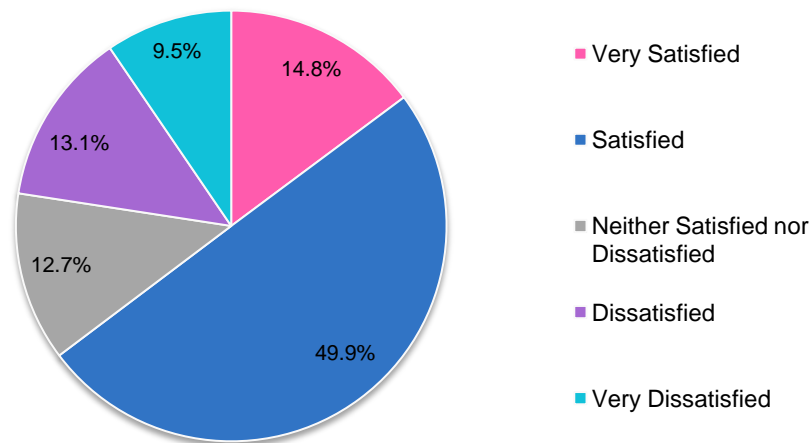
The response rate in 2016 was 586 surveys completed out of a sampling pool of 4,120.

# **Section 1: Overall Perceptions**

## 1.1 Overall satisfaction

Customers who had been in contact with CMS in the last 12 months were asked how satisfied or dissatisfied they were with the overall service provided by CMS. Out of 586 respondents who had been in contact in the last 12 months, 567 answered this question.

**Figure 1: Overall satisfaction with the service provided by CMS in the last 12 months<sup>^</sup>**



<sup>^</sup> 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Over six out of ten respondents (64.7%) were satisfied (either very satisfied or satisfied) with the overall service provided by CMS in the last 12 months. More than one in ten (12.7%) respondents were indifferent, being neither satisfied nor dissatisfied. Over two out of ten respondents were either very dissatisfied or dissatisfied (22.6%) with the service they received.

Those respondents who were either dissatisfied or very dissatisfied overall were asked what their reasoning was for this. Responses were as follows:

**Table 2: Reasons for dissatisfaction with overall service provided by CMS in the last 12 months**

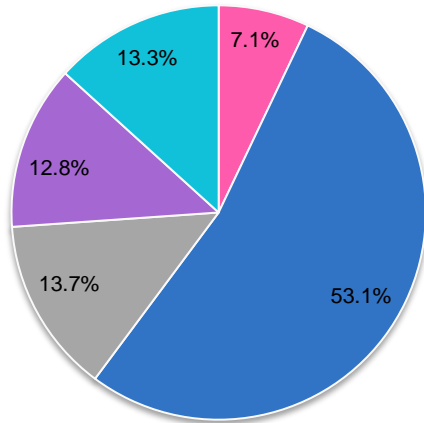
	Frequency	Percent*
I did not receive any payments (Parent with Care)	34	26.6%
I was dissatisfied with charging	20	15.6%
I did not receive all payments	15	11.7%
Communication problems with CMS	14	10.9%
I felt it was one sided	13	10.2%
I was dissatisfied by the length of time to receive a response	12	9.4%
Legislation	10	7.8%
I was not given enough updates on my case	*	*
I found it difficult to get in contact with my caseworker	*	*
It was difficult to come to an arrangement to make payments (Non Resident Parent)	*	*
Other	16	12.5%
<b>Sample Size</b>	<b>128</b>	

\*Multiple responses permitted so percentages will not sum to 100.0%

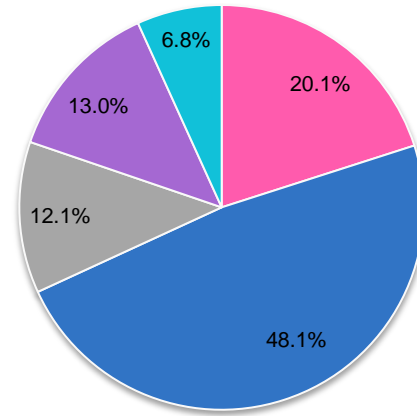
Among those respondents who were either dissatisfied or very dissatisfied with the overall service provided by CMS, the most frequent reason for dissatisfaction (26.6%) was that they did not receive any payments (Parent with Care). The second most common reason (15.6%) was charging. Over one in ten respondents were dissatisfied because of communication problems with CMS or because they felt it was one sided (10.9% and 10.2% respectively).

Overall satisfaction was profiled into NRP and PWC roles to see if this aspect affected the overall satisfaction.

**Figure 2: NRP overall satisfaction levels of the service provided by CMS in the last 12 months<sup>^</sup>**



**Figure 3: PWC overall satisfaction levels of the service provided by CMS in the last 12 months<sup>^</sup>**



■ Very Satisfied   ■ Satisfied   ■ Neither Satisfied nor Dissatisfied   ■ Dissatisfied   ■ Very Dissatisfied

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Three fifths of NRPs (60.2%) are either very satisfied or satisfied with the overall service provided by CMS, while a higher proportion of PWCs (68.1%) feel the same level of satisfaction. A similar percentage of NRPs (13.7%) and PWCs (12.1%) do not feel either satisfied or dissatisfied with the overall service provided by CMS.

Overall satisfaction was then profiled by both scheme and role.

**Figure 4: Overall satisfaction profiled by scheme and role**

ALL RESPONDENTS							
<b>Sample Size</b>		<b>567<sup>^</sup></b>					
Very Satisfied/Satisfied		64.7%					
Neither Satisfied nor Dissatisfied		12.7%					
Dissatisfied/Very Dissatisfied		22.6%					
CMS2012				LEGACY			
<b>Sample Size</b>		<b>351<sup>^</sup></b>		<b>Sample Size</b>			
Very Satisfied/Satisfied		61.3%		Very Satisfied/Satisfied			
Neither Satisfied nor Dissatisfied		12.5%		Neither Satisfied nor Dissatisfied			
Dissatisfied/Very Dissatisfied		26.2%		Dissatisfied/Very Dissatisfied			
20.3%		15.8%					
CMS2012 NRP		CMS2012 PWC		LEGACY NRP		LEGACY PWC	
<b>Sample Size</b>		<b>Sample Size</b>		<b>Sample Size</b>		<b>Sample Size</b>	
<b>154<sup>^</sup></b>		<b>195<sup>^</sup></b>		<b>69<sup>^</sup></b>		<b>140<sup>^</sup></b>	
Very Satisfied/Satisfied		Very Satisfied/Satisfied		Very Satisfied/Satisfied		Very Satisfied/Satisfied	
56.5%		65.6%		69.6%		71.4%	
Neither Satisfied nor Dissatisfied		Neither Satisfied nor Dissatisfied		Neither Satisfied nor Dissatisfied		Neither Satisfied nor Dissatisfied	
15.6%		10.3%		10.1%		15.0%	
Dissatisfied/Very Dissatisfied		Dissatisfied/Very Dissatisfied		Dissatisfied/Very Dissatisfied		Dissatisfied/Very Dissatisfied	
27.9%		24.1%		20.3%		13.6%	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Legacy Scheme respondents were more satisfied overall (70.8% satisfied or very satisfied) compared to respondents on CMS2012 (61.3% satisfied or very satisfied). The dissatisfaction levels amongst Legacy respondents (15.8% dissatisfied or very dissatisfied) were also considerably lower in comparison to CMS2012 respondents (26.2% dissatisfied or very dissatisfied).

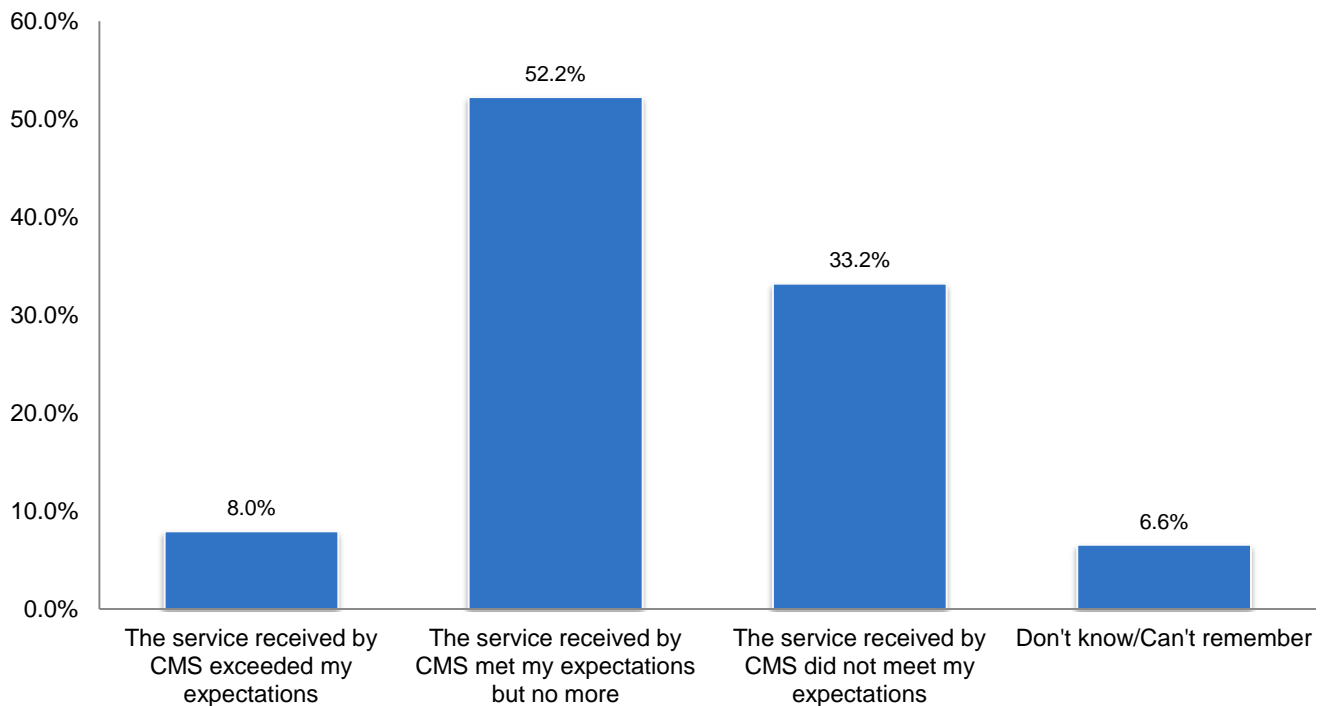


Overall satisfaction was then broken down by role within the schemes. For CMS2012, nearly two thirds (65.6%) of PWCs were either satisfied or very satisfied and a lower proportion (56.5%) of NRPs felt the same. For Legacy, both NRPs and PWCs had a higher satisfaction level than on CMS2012; however PWCs were marginally more satisfied than NRPs with 71.4% of PWCs being either satisfied or very satisfied compared to 69.6% of NRPs.

## 1.2 Customer expectations

To enable CMS to build and maintain relationships with customers, they need to understand and meet expectations. Therefore respondents were asked to compare the CMS service to the service they expected to receive. Of the 560 responses to this question, 271 respondents had no expectations and were removed from further analysis on this question.

**Figure 5: Did CMS services meet the expectations of their customers?^**

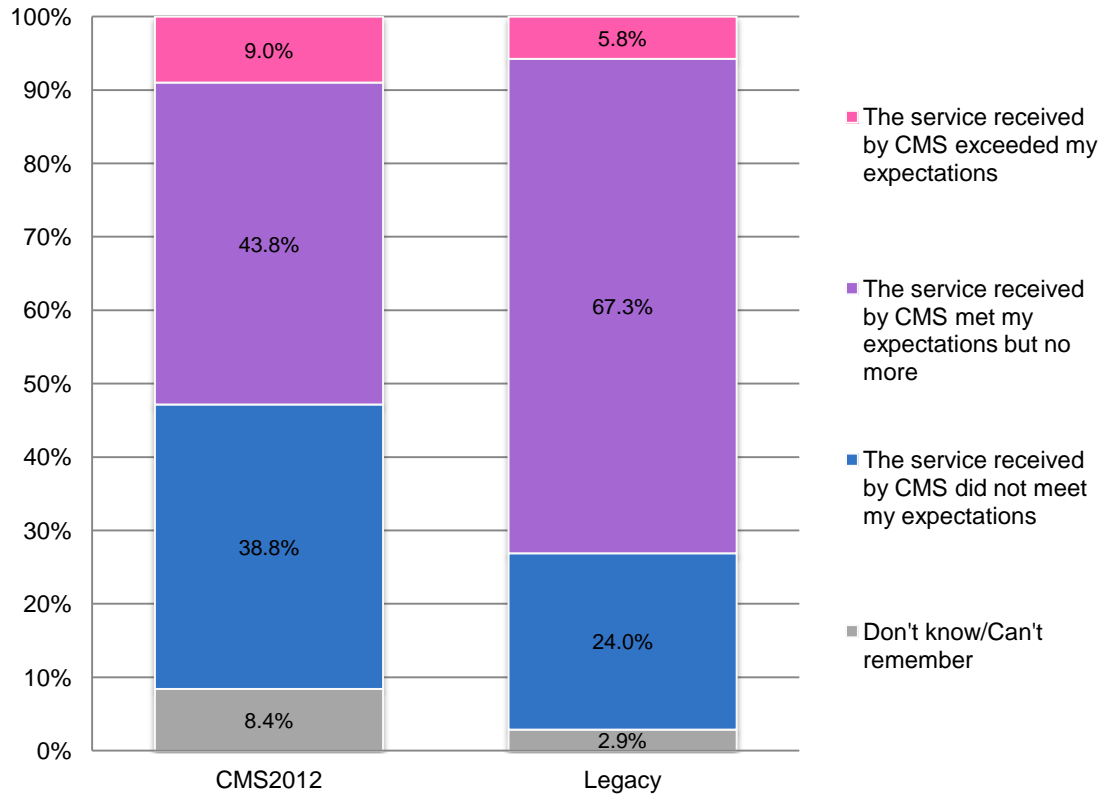


*^The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out*

Over six in ten respondents (60.2%) who had expectations of CMS felt CMS met or exceeded their expectations. Less than one in ten (8.0%) felt the service had exceeded their expectations with over five in ten (52.2%) having their expectations met but no more. However, over three in ten respondents (33.2%) with expectations felt these were not met by CMS.

Customer expectations and whether these expectations were met were then profiled by Scheme and Role.

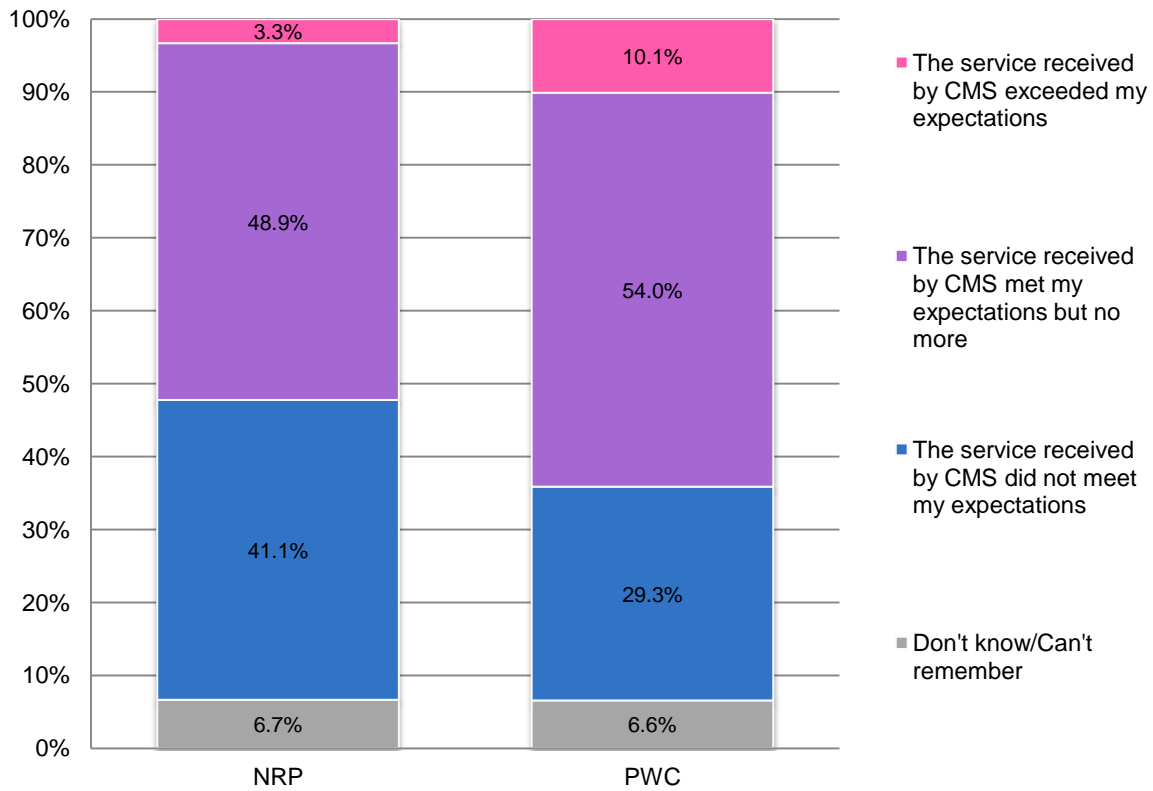
**Figure 6: Customer expectations by Scheme<sup>^</sup>**



<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

A higher number of CMS2012 respondents (9.0%) felt the service received by CMS exceeded their expectations compared to Legacy respondents (5.8%). However, the number of Legacy customers who felt their expectations were met but no more was significantly higher (67.3%) than CMS2012 respondents (43.8%). Less than two fifths of CMS2012 respondents (38.8%) did not feel their expectations were met. This was also the case for over one fifth of Legacy respondents (24.0%).

**Figure 7: Customer expectations by Role<sup>^</sup>**



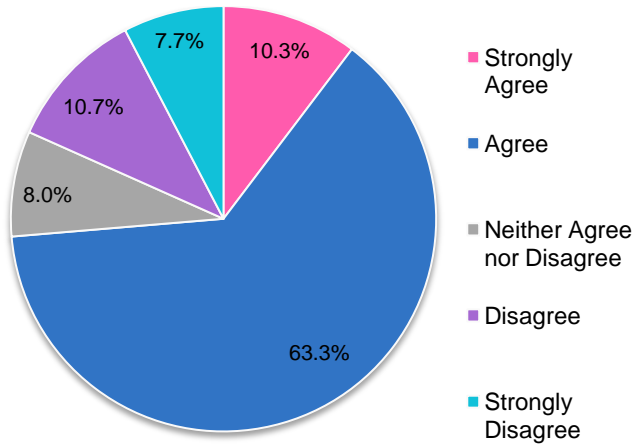
<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Over one in ten (10.1%) PWCs advised their expectations were exceeded by CMS services. This was in contrast to only 3.3% of NRPs advising CMS services exceeded their expectations. More than five in ten PWCs (54.0%) had their expectations met but no more. However a similar proportion (48.9%) of NRPs gave this response. Over four in ten NRP respondents (41.1%) did not feel the CMS service met their expectations while this was the case for less than three in ten PWC respondents (29.3%) .

### 1.3 Customer perceptions to being treated fairly by CMS

All respondents who had been in contact with CMS in the last 12 months were asked how strongly they agreed that they were treated fairly.

**Figure 8: Customer perceptions to being treated fairly by CMS^**

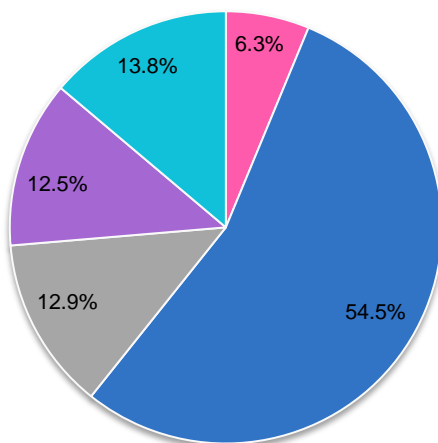


The majority of respondents (73.7%) either agreed or strongly agreed that they were treated fairly by CMS. However, 18.3% of respondents disagreed (either strongly disagreed or disagreed) that they were treated fairly.

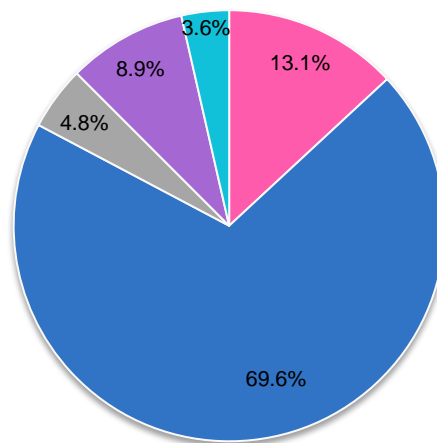
*^The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out*

This can be further broken down by PWC and NRP perceptions if they were treated fairly by CMS.

**Figure 9: NRP perceptions to being treated fairly by CMS^**



**Figure 10: PWC perceptions to being treated fairly by CMS^**



■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree

*^The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out*

The majority of PWCs (82.7%) agreed (either strongly agreed or agreed) they were treated fairly. However, over six in ten NRP respondents (60.7%) also agreed they were treated fairly. Responses to this question can also be analysed by scheme and role.

**Figure 11: Attitudes to being treated fairly by CMS (profiled by scheme and role)**

ALL RESPONDENTS							
<b>Sample Size</b>		<b>562<sup>^</sup></b>					
Strongly Agree/Agree		73.7%					
Neither Agree nor Disagree		8.0%					
Disagree/Strongly Disagree		18.3%					
CMS2012			LEGACY				
<b>Sample Size</b>		<b>348<sup>^</sup></b>		<b>Sample Size</b>		<b>207<sup>^</sup></b>	
Strongly Agree/Agree		70.4%		Strongly Agree/Agree		79.2%	
Neither Agree nor Disagree		8.3%		Neither Agree nor Disagree		7.2%	
Disagree/Strongly Disagree		21.3%		Disagree/Strongly Disagree		13.5%	
CMS2012 NRP		CMS2012 PWC		LEGACY NRP		LEGACY PWC	
<b>Sample Size</b>		<b>Sample Size</b>		<b>Sample Size</b>		<b>Sample Size</b>	
<b>153<sup>^</sup></b>		<b>193<sup>^</sup></b>		<b>68<sup>^</sup></b>		<b>139<sup>^</sup></b>	
Strongly Agree/Agree		Strongly Agree/Agree		Strongly Agree/Agree		Strongly Agree/Agree	
58.2%		80.8%		66.2%		85.6%	
Neither Agree nor Disagree		Neither Agree nor Disagree		Neither Agree nor Disagree		Neither Agree nor Disagree	
13.1%		4.7%		11.8%		5.0%	
Disagree/Strongly Disagree		Disagree/Strongly Disagree		Disagree/Strongly Disagree		Disagree/Strongly Disagree	
28.8%		14.5%		22.1%		9.4%	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

A larger proportion of respondents with a Legacy case agreed (79.2% agreed or strongly agreed) that they were treated fairly than those with a CMS2012 case (70.4%). A similar percentage of respondents were indifferent and neither agreed nor disagreed with the statement that they were treated fairly by CMS (8.3% for CMS2012 and 7.2% for Legacy). Therefore a larger proportion of CMS2012 case respondents disagreed or strongly disagreed (21.3%) that they were treated fairly by CMS, than respondents with a Legacy case (13.5%).

When this question was profiled by role within each scheme it was found that a higher proportion of PWCs felt they were treated fairly (80.8% on CMS2012 and 85.6% on Legacy agreed or strongly agreed) than NRPs (58.2% on CMS2012 and 66.2% on Legacy agreed or strongly agreed).

The 103 respondents who stated they disagreed/strongly disagreed they were treated fairly by CMS were asked to state why they felt this way.

**Table 3: Reasons respondents disagreed/strongly disagreed they were treated fairly**

	Frequency	Percent*
CMS did not listen to what I had to say	57	55.3%
I had issues with payments (not receiving enough/paying too much)	49	47.6%
I felt that CMS sided with the other party on the case	44	42.7%
I had issues with CMS/CMS staff	38	36.9%
I disagreed with the child maintenance calculation	35	34.0%
I don't get to see the child as often as I would like	5	4.9%
Other	5	4.9%
<b>Sample Size</b>	<b>103</b>	

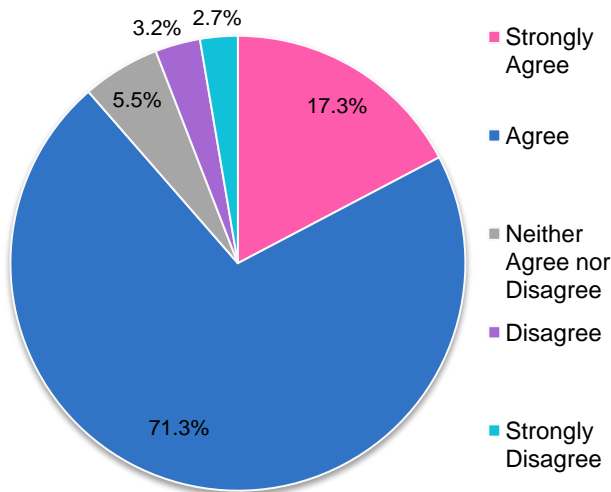
\*Multiple responses permitted so percentages will not sum to 100.0%

Over half of those respondents (55.3%) who disagreed they were treated fairly advised this was because they felt CMS did not listen to what they had to say. Almost half (47.6%) advised they had issues with payments (whether it was not receiving enough for PWCs or they were paying too much for NRPs). A lower proportion of these respondents (42.7%) also felt that CMS sided with the other party on the case.

## 1.4 Customer perceptions to being treated with politeness and with courtesy by CMS

Respondents who had been in contact with CMS in the last 12 months were asked if they agreed that they were treated with politeness and with courtesy by CMS.

**Figure 12: Perceptions to being treated with politeness and with courtesy by CMS<sup>^</sup>**

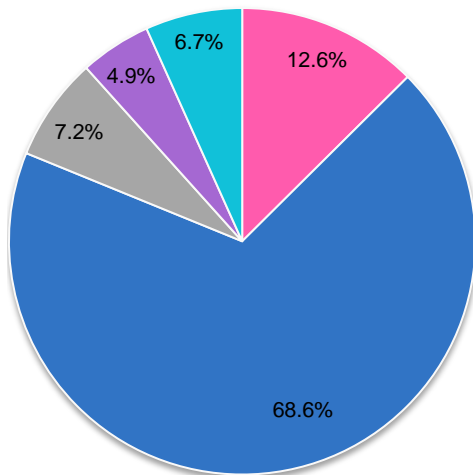


The majority of respondents (88.6%) agreed (either agreed or strongly agreed) they were treated with politeness and courtesy. However only 5.9% disagreed they were treated with politeness and courtesy.

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

This was further broken down by PWC and NRP attitudes to this question.

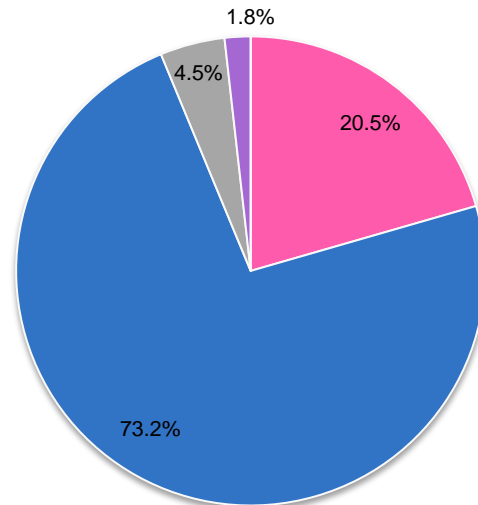
**Figure 13: NRP perceptions to being treated with politeness and with courtesy<sup>^</sup>**



■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

**Figure 14: PWC perceptions to being treated with politeness and with courtesy<sup>^</sup>**





The majority of PWCs (93.8%) agreed (either agreed or strongly agreed) they were treated with politeness and courtesy.

Over eight in ten (81.2%) NRPs agreed (either agreed or strongly agreed) they were treated with politeness and with courtesy by CMS. Less than one in ten (7.2%) were indifferent and neither agreed nor disagreed. More than one in ten (11.7%) NRPs disagreed (either strongly disagreed or disagreed) that they were treated with politeness and with courtesy.

This question was further profiled by scheme type and role.

**Figure 15: Respondents perceptions to being treated with politeness and with courtesy by CMS (broken down by scheme and role)**

ALL RESPONDENTS							
<b>Sample Size</b>				<b>561<sup>^</sup></b>			
Strongly Agree/Agree				88.6%			
Neither Agree nor Disagree				5.5%			
Disagree/Strongly Disagree				5.9%			
CMS2012				LEGACY			
<b>Sample Size</b>		<b>348<sup>^</sup></b>		<b>Sample Size</b>		<b>206<sup>^</sup></b>	
Strongly Agree/Agree		88.2%		Strongly Agree/Agree		88.8%	
Neither Agree nor Disagree		4.9%		Neither Agree nor Disagree		6.8%	
Disagree/Strongly Disagree		6.9%		Disagree/Strongly Disagree		4.4%	
CMS2012 NRP		CMS2012 PWC		LEGACY NRP		LEGACY PWC	
<b>Sample Size</b>	<b>153<sup>^</sup></b>	<b>Sample Size</b>	<b>193<sup>^</sup></b>	<b>Sample Size</b>	<b>67<sup>^</sup></b>	<b>Sample Size</b>	<b>139<sup>^</sup></b>
Strongly Agree/Agree	81.7%	Strongly Agree/Agree	93.8%	Strongly Agree/Agree	79.1%	Strongly Agree/Agree	93.5%
Neither Agree nor Disagree	#	Neither Agree nor Disagree	#	Neither Agree nor Disagree	#	Neither Agree nor Disagree	#
Disagree/Strongly Disagree	*	Disagree/Strongly Disagree	*	Disagree/Strongly Disagree	*	Disagree/Strongly Disagree	*

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Similar proportions of CMS2012 and Legacy respondents agreed (strongly agreed or agreed) they were treated with politeness and courtesy (88.2% for CMS2012 respondents and 88.8% for Legacy respondents).

PWCs for both systems had a higher proportion of respondents who agreed/strongly agreed that they were treated with politeness and courtesy (93.8% for CMS2012 PWCs and 93.5% for Legacy PWCs) than NRPs. On the other hand, Legacy Scheme NRPs had the lowest proportion of respondents that agreed they were treated with politeness and courtesy (79.1% agreed or strongly agreed).

The 33 respondents who either disagreed or strongly disagreed they were treated with politeness and courtesy were asked why this was the case.

**Table 4: Reasons respondents disagreed/strongly disagreed they were treated with politeness and courtesy**

	Frequency
Member of staff was rude	23
Member of staff did not show any understanding of my situation	9
Member of staff did not listen to what I had to say	7
Other	*
<b>Sample Size</b>	<b>33</b>

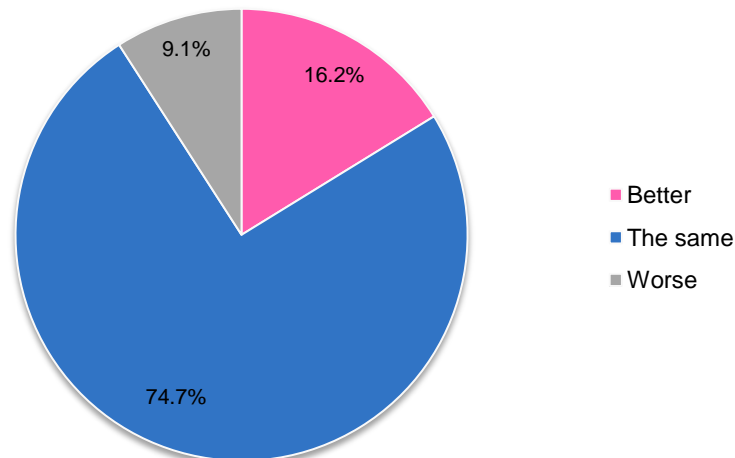
*\*Multiple responses permitted so frequencies will not sum to sample size.*

The main reason for respondents disagreeing they were treated with politeness and courtesy was because they felt the member of staff was rude (n=23).

## 1.5 Comparison of CMS services from 12 months ago

All respondents who had been in contact in the last 12 months were asked to compare how they felt the service provided is currently operating in comparison to 12 months ago. As a number of respondents had cases open less than one year (n=93) they were removed from this analysis. A further 43 respondents did not answer this question.

**Figure 16: Comparison of CMS services from 12 months ago<sup>^</sup>**



<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

One in six respondents (16.2%) who answered this question felt that CMS services were better than one year ago while the majority (74.7%) felt it was the same as one year ago. Only 9.1% of respondents felt the service was worse now compared with one year ago.

## **Section 2: Contact**

## 2.1 Types of contact

Customers who had contact with CMS in the last 12 months were asked which form of contact was used to do so.

**Table 5: Types of Contact with CMS**

	Frequency	Percent*
Telephone contact to CMS	341	58.2%
Email/written contact from CMS	331	56.5%
Telephone contact from CMS	314	53.6%
Email/written contact to CMS	58	9.9%
None of these	1	0.2%
<b>Sample Size</b>	<b>586</b>	

\*Multiple responses permitted so percentages will not sum to 100.0%

Over half of respondents had telephoned CMS (58.2%), received an email or letter from CMS (56.5%) or received a telephone call from CMS (53.6%) in the last 12 months.

Respondents who had answered email/written contact to CMS, email/written contact from CMS, telephone contact to CMS or telephone contact from CMS were asked to think of which form of contact was their most recent contact and answer only the questions relevant to this form of contact.

In total 9 respondents most recent form of contact with CMS was via customer initiated email/written contact. As the numbers for this type of contact were so small, no further analysis was completed on this type of contact.

## 2.2 Email/written contact from CMS

A larger number of respondents (n=237) had received written/email correspondence from CMS as their most recent form of contact in the last 12 months. These 237 respondents included 98 NRPs and 139 PWCs.

The reasons for this contact were as follows:

**Table 6: Reasons for written contact from CMS**

	Frequency	Percent*
To notify of a change of circumstances/change to assessment amount	73	31.7%
To advise of a new collection schedule/payment schedule	68	29.6%
Charging	25	10.9%
Case closure process	15	6.5%
To provide information	15	6.5%
To advise of payments (missed by parent or owing to parent)	14	6.1%
A warning letter regarding a missed payment	8	3.5%
Other	10	4.3%
Don't know/can't remember	15	6.5%
<b>Sample Size^</b>	<b>230</b>	

\*Multiple responses permitted so percentages will not sum to 100.0%

^The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Over three in ten of respondents (31.7%) had received written correspondence from CMS to notify of a change of circumstance or a change to the assessment. Just under three in ten respondents (29.6%) had been contacted to be advised of a new collection schedule (NRP) or payment schedule (PWC). A further 10.9% were contacted about charging.

Correspondence from CMS can sometimes require a response. This could be a letter to request, for example, wage information from the NRP to carry out an assessment or confirmation of Direct Payments made to a PWC.

The 237 respondents who had initially received a letter/email from CMS in the last 12 months were asked if they responded to the letter. For 151 respondents a response was not required and 6 respondents chose not to answer this question.

**Table 7: Did customer respond to written correspondence from CMS if required?**

	Frequency	Percent
Yes	#	#
No	55	68.8%
Don't know/can't remember	*	*
<b>Sample Size<sup>^</sup></b>	<b>80</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Over two thirds (68.8%) of respondents did not reply to CMS written correspondence when a response was required.

Customers were asked to rate their satisfaction with a number of aspects of the written correspondence from CMS.

**Table 8: Respondents satisfaction levels with various aspects of written contact from CMS**

	Very Satisfied / Satisfied	Neither Satisfied nor Dissatisfied	Very Dissatisfied / Dissatisfied	Sample Size <sup>^</sup>
The clarity of information provided/request for information by CMS	74.0%	19.0%	6.9%	231
The ease with which you could find details to contact CMS on the correspondence	69.4%	25.8%	4.8%	229
Details on the appeals process (if applicable)	#	76.6%	*	171
The time frame stated to respond within (if applicable)	#	78.9%	*	171

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

With regards to the clarity of information provided or requested by CMS, over seven in ten respondents (74.0%) were satisfied (either very satisfied or satisfied). However, 6.9% were dissatisfied.



Less than seven in ten respondents (69.4%) were satisfied with the ease with which they could find CMS contact details on the correspondence. However 25.8% were neither satisfied nor dissatisfied and a further 4.8% were dissatisfied with this aspect.

Customers can appeal certain decisions made by CMS. They were asked to state how satisfied they were with details of how to appeal on correspondence they received, where applicable. Over seven in ten respondents (76.6%) were indifferent and were neither satisfied nor dissatisfied.

Respondents were asked how satisfied or dissatisfied they were with the timeframe stated to respond within, where applicable. The majority of respondents (78.9%) who answered this question were indifferent being neither satisfied nor dissatisfied with this aspect.

Respondents who were dissatisfied or very dissatisfied (n=21) with regards to any of the aspects stated above, were asked to state what their reasons were for this.

**Table 9: Reasons for dissatisfaction with written contact from CMS**

	Frequency
Letter was unclear	5
The correspondence was unexpected	*
The decision was not the outcome I wanted	*
I felt I was not involved in the decision	*
Other	8
<b>Sample Size</b>	<b>21</b>

Almost a quarter of the 21 respondents to this question (n=5) advised they were dissatisfied with the correspondence they received because the letter was unclear.

The 237 respondents, who had received written/email correspondence from CMS as the most recent form of contact in the last 12 months, were asked if further contact was required, who had initiated this contact. Further contact was not required for 186 of these respondents and 4 chose not to answer this question.

**Table 10: Who initiated further contact if this was required?**

	Frequency
You	21
No further contact yet	19
CMS	*
Don't know/can't remember	#
<b>Sample Size^</b>	<b>47</b>

*^The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out*

The majority of respondents either had to initiate contact again with CMS (n=21) or there was no further contact yet (n=19). However, it should be noted that it was not clear when the letter was received from CMS and it therefore could have been very recent.

## 2.3 Telephone contact to CMS

Telephone contact to CMS was the most popular form of contact in the last 12 months with nearly six in ten respondents (58.2%) using this method. However, this was only the most recent form of contact for 37.0% of respondents.

As part of CMS telephone etiquette staff are meant to state their name when they answer the telephone. Respondents were asked if this occurred when they contacted CMS:

**Table 11: Did the call handler state their name when they answered the telephone?**

	Frequency	Percent
Yes	161	74.5%
No	7	3.2%
Don't know/can't remember	48	22.2%
<b>Sample Size<sup>^</sup></b>	<b>216</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

From Table 11 it can be seen that for the majority of respondents (74.5%) the CMS call handler stated their name at the beginning of the call. Only 3.2% of respondents said that the call handler did not state their name at the beginning of the call while over one in five (22.2%) of respondents could not remember or did not know.

When a member of staff answers a call they are required to ask security questions such as confirmation of the caller's National Insurance number, date of birth etc. However, it is important to note the call handler can provide general information which is not case specific without asking these security questions.

**Table 12: Did the call handler ask security questions when a call was made to CMS?**

	Frequency	Percent
Yes	199	92.6%
No	6	2.8%
Don't know/can't remember	10	4.7%
<b>Sample Size<sup>^</sup></b>	<b>215</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

The majority of respondents (92.6%) were asked security questions when they contacted CMS via telephone. However 4.7% of respondents could not remember or did not know if they were asked and a further 2.8% were not asked any security questions.

The reason for contact was asked of all respondents who had initiated contact with CMS via telephone most recently in the last 12 months. Their responses can be seen below.

**Table 13: Reasons for contact – all respondents who contacted CMS by telephone**

	Frequency	Percent*
To raise a query	51	23.5%
Charging	47	21.7%
To get general information	38	17.5%
To report a change of circumstance	30	13.8%
To chase payment	25	11.5%
To make an application to CMS for child maintenance	19	8.8%
To get an update on the case	10	4.6%
To complain	5	2.3%
Case closure process	5	2.3%
Other	10	4.6%
Don't know/can't remember	*	*
<b>Sample Size</b>	<b>217</b>	

\*Multiple responses permitted so percentages will not sum to 100.0%

Almost one quarter of respondents (23.5%) contacted CMS by telephone to raise a query. The second most popular response was to discuss charging with 21.7% of respondents advising this was the reason for their last contact with CMS. Only 2.3% of respondents had contacted CMS to complain.

Respondents were then asked what happened when they got through to speak to a member of staff.

**Table 14: What happened when the respondent got through to a member of staff?**

	Frequency	Percent*
My query was answered straight away	107	49.8%
They took down my details and said they would ring me back	43	20.0%
They took down my details and said someone else would ring me back	28	13.0%
They couldn't help at all	19	8.8%
I was placed on hold while they went away to sort out my query	14	6.5%
I was transferred to another member of staff	8	3.7%
I was asked to call back	7	3.3%
Don't know/can't remember	9	4.2%
<b>Sample Size<sup>^</sup></b>	<b>215</b>	

\*Multiple responses permitted so percentages will not sum to 100.0%

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Just under half of the respondents (49.8%) advised their query was answered straight away. However, 8.8% stated the call handler could not help them at all.

Respondents were asked to rate their satisfaction levels on various aspects of the telephone call they made to CMS.

**Table 15: Satisfaction levels of various aspects of telephone call to CMS**

	Very Satisfied / Satisfied	Neither Satisfied nor Dissatisfied	Very Dissatisfied / Dissatisfied	Sample Size <sup>^</sup>
The length of time taken to answer the telephone	77.7%	10.7%	11.6%	215
The call handler's ability to deal with your enquiry	71.2%	9.8%	19.1%	215
The duration of the telephone call (i.e. The time it took to deal with the query)	75.9%	10.4%	13.7%	212

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Just under eight in ten respondents (77.7%) were satisfied with the length of time taken to answer the telephone. However, over one in ten respondents (11.6%) were dissatisfied, with a further 10.7% being neither satisfied nor dissatisfied.

Respondents were most dissatisfied with the call handler's ability to deal with their enquiry with 19.1% feeling this way. However, seven in ten respondents (71.2%) were satisfied with this aspect of the call.

Less than eight in ten respondents (75.9%) were satisfied with the duration of the telephone call, while more than one in ten (10.4%) were neither satisfied nor dissatisfied and the remaining 13.7% were dissatisfied.

If any of the respondents were dissatisfied or very dissatisfied with any of the above areas they were asked to advise why this was the case (n=57). Of these respondents 18 chose not to answer this question.

**Table 16: Reasons for dissatisfaction with telephone call to CMS**

	Frequency
The enquiry was not resolved	19
Length of call	6
The response was not the outcome I wanted	#
The enquiry took too long to resolve	5
Other	*
<b>Sample Size<sup>^</sup></b>	<b>39</b>

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

For nearly half of the dissatisfied respondents (n=19) who answered this question, the reason for their dissatisfaction was because their enquiry was not resolved.

All respondents who had most recently contacted CMS via telephone in the last 12 months were asked how long they had to wait to receive a response from CMS. Of these 217 respondents, 108 did not require a response and a further 5 did not answer this question.

**Table 17: How long did it take to receive a call back (if required)?**

	<b>Frequency</b>	<b>Percent</b>
<b>Within 48 hours</b>	34	32.7%
<b>Still awaiting response</b>	34	32.7%
<b>More than 1 week but less than 2 weeks</b>	7	6.7%
<b>Less than one week</b>	6	5.8%
<b>I had to initiate contact with CMS again</b>	#	#
<b>More than 2 weeks</b>	*	*
<b>Don't know/can't remember</b>	15	14.4%
<b>Sample Size<sup>^</sup></b>	<b>104</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

As can be seen from table 17 just under a third of the respondents (32.7%) who required a call back to resolve their enquiry received this call within 48 hours. However, the same proportion of respondents (32.7%) were still awaiting a response.

## 2.4 Telephone contact from CMS

In total 121 respondents stated the most recent form of contact they had with CMS was a telephone call from CMS. Of these, 97 (80.2%) confirmed that the CMS caller stated their name and why they were calling.

As stated previously, as part of CMS data security measures, security questions must be asked before discussing a case. This is in place for both inbound and outbound calls. The respondents were asked if they were asked security questions when CMS contacted them via telephone:

**Table 18: Did the call handler ask security questions before discussing case?**

	Frequency	Percent
Yes	109	90.1%
No	6	5.0%
Don't know/can't remember	6	5.0%
<b>Sample Size</b>	<b>121</b>	

The majority of respondents (90.1%) were asked security questions when they received a telephone call from CMS. However, 5.0% were not asked security questions.



Respondents were then asked the reason for CMS contacting them via telephone.

**Table 19: Reasons for CMS contacting the respondent by telephone**

	Frequency	Percent
To notify of a change of circumstances/change to assessment amount	27	23.7%
To chase up payments (NRP paying or PWC receiving)	19	16.7%
To advise of a new collection schedule/payment schedule	13	11.4%
To discuss the possibility of Family Based Arrangements/Direct Pay	9	7.9%
To provide information/updates	8	7.0%
To advise of new system	8	7.0%
Arrears	7	6.1%
Charging	#	#
Case closure process	*	*
Other	9	7.9%
Don't know/can't remember	6	5.3%
<b>Sample Size<sup>^</sup></b>	<b>114</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Nearly one quarter of respondents (23.7%) had been contacted by CMS via telephone to notify them of a change of circumstances or change to the assessment amount. A further 16.7% were contacted regarding chasing up payments (whether this was the NRP paying or the PWC waiting to receive).

Respondents who had been contacted by CMS via telephone were asked to state their satisfaction on certain areas of the telephone call.

**Table 20: Satisfaction on various aspects of telephone call from CMS**

	Very Satisfied / Satisfied	Neither Satisfied nor Dissatisfied	Very Dissatisfied / Dissatisfied	Sample Size <sup>^</sup>
The clarity of what the telephone call was regarding	86.3%	6.8%	6.8%	117
The call handler's ability to deal with any further queries you had	77.8%	11.1%	11.1%	117
The duration of the telephone call	85.2%	8.7%	6.1%	115

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

The majority of respondents (86.3%) were satisfied with the clarity of what the telephone call was regarding, however 6.8% were dissatisfied.

Out of the three questions with regards to satisfaction levels of the telephone call from CMS, respondents were least satisfied with the call handler's ability to deal with any further queries with 77.8% being either satisfied or very satisfied. This was also the statement respondents were most dissatisfied with (11.1% being either dissatisfied or very dissatisfied).

The majority of respondents (85.2%) were satisfied with the duration of the telephone call, while 6.1% of respondents were dissatisfied with this.

Respondents were asked if further contact was required from CMS, who initiated this contact. Of these respondents, 89 did not require further contact and 1 chose not to answer this question.

**Table 21: Who initiated further contact (if required)?**

	Frequency
No further contact yet	13
CMS	12
You	*
Don't know/can't remember	*
<b>Sample Size<sup>^</sup></b>	<b>31</b>

*<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out*

Of the 31 respondents who required further contact, the majority either had no contact yet (n=13) or CMS had initiated the further contact (n=12). However, it should be noted that it was not clear when the telephone contact was received from CMS and it therefore could have been very recent.

## 2.5 Internet access

All respondents were asked if they had contact with CMS in the past 12 months via the Internet/NI Direct website.

**Table 22: Contact with CMS in the past 12 months via the internet/NI Direct website**

	Frequency	Percent
Yes	43	7.4%
No/Don't know	539	92.6%
<b>Sample Size<sup>^</sup></b>	<b>582</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

The majority of respondents (92.6%) did not have contact with CMS in the past 12 months via the internet or did not know if they had done so. Less than one in ten respondents (7.4%) had used this method of contact.

Those respondents who had contact with CMS in the past 12 months via the internet/NI Direct (n=43) were asked for which reason they did so.

**Table 23: Reasons for contact with CMS via the internet/NI Direct website?**

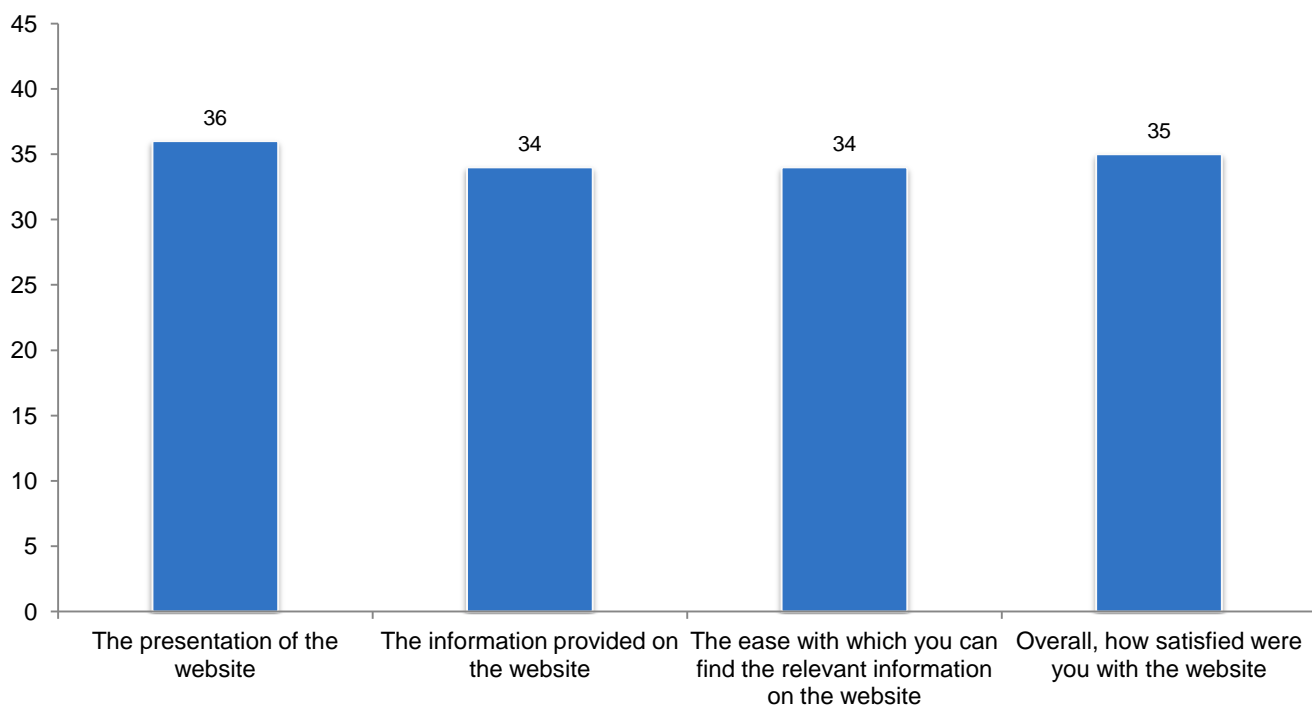
	Frequency*
Contact information (e.g. email, address, telephone number etc)	15
To calculate how much child maintenance I should/will be paying	12
To get information on what options there are for child maintenance arrangements	11
Charging	*
Case closure	*
Other	*
Don't know/can't remember	*
<b>Sample Size</b>	<b>43</b>

\*Multiple responses permitted

Over a third (n=15) of those respondents who had used the internet to access CMS services did so to get contact information for CMS, such as email, address or telephone number.

Those respondents who had contact with CMS in the past 12 months via the internet/NI Direct (n=43) were asked to rate their satisfaction with certain aspects of the online services. Due to small numbers and a sample size below 50 (n=43 for each question), only the raw figures for very satisfied or satisfied are show below.

**Figure 17: Proportion very satisfied/satisfied with different aspects of the CMS internet services**



The majority of respondents were satisfied with all four aspects of the CMS internet services:

- 36 out of 43 respondents were very satisfied or satisfied with the presentation of the website
- 34 out of 43 were satisfied with the information provided on the website
- 34 out of 43 were satisfied with the ease with which you can find the relevant information on the website
- 35 out of 43 were satisfied overall

## 2.6 Self-service portal

The self-service portal is a new tool available to CMS customers on the CMS2012 scheme. The self service portal enables customers to update details, request a change, obtain information, etc. Respondents who had a CMS2012 (n=360) case were asked if they had registered to manage their child maintenance case via the self-service portal.

**Table 24: Have you registered online to manage your child maintenance case via the self-service portal?**

	Frequency	Percent
Yes	14	3.9%
No/Don't know/can't remember	345	96.1%
<b>Sample Size<sup>^</sup></b>	<b>359</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

The majority of respondents (96.1%) to this question advised they had not registered to manage their child maintenance case online via the self-service portal, didn't know or couldn't remember if they had done so. Only 3.9% had done so.

The 14 respondents who had registered for the self-service portal were asked what the reason was for accessing it most recently. The most common response (n=5) was that they did so to find out information.

Respondents who answered 'No' or 'Don't know/can't remember' to the question on managing their child maintenance case online via the self-service portal were asked if they were aware they could avail of this service.

**Table 25: Are you aware of the self-service portal available for CMS2012 customers?**

	Frequency	Percent
Yes	81	23.7%
No	255	74.6%
Don't know	6	1.8%
<b>Sample Size<sup>^</sup></b>	<b>342</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Nearly one quarter of respondents (23.7%) advised they were aware of the self service portal available for CMS2012 customers. However just under three quarters (74.6%) were not aware of this service.

Those respondents who were aware of the self-service portal but who were not registered to use or know if they were registered to use (n=81), were asked if they knew that the portal could be accessed via their tablet/smart phone.

**Table 26: Are you aware that for convenience the self-service portal can be accessed via your tablet/smart phone?**

	Frequency	Percent
Yes	78	96.3%
No	*	*
Don't know	*	*
<b>Sample Size</b>	<b>81</b>	

The majority of these respondents (96.3%) were aware the self-service portal can be accessed via their tablet or smartphone.

Respondents who were aware of the self-service portal but who were not availing of the service or didn't know if they were (n=81), were asked why they were not availing of this service.

**Table 27: Why are you not availing of the self-service portal?**

	Frequency	Percent
I would prefer to speak to someone	22	28.2%
I do not want to/ I do not need to	19	24.4%
I do not want to manage my case myself and would prefer to speak to someone to do this	12	15.4%
I have not got around to it yet	9	11.5%
I have attempted to register but was unsuccessful	*	*
Internet access in my local area is poor	*	*
I would worry I would update the details wrong	*	*
Other	9	11.5%
<b>Sample Size^</b>	<b>78</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Nearly three in ten of respondents (28.2%) were not availing of the self service portal because they would prefer to speak to someone. A further 15.4% also stated they would rather speak to someone as they do not want to manage the case themselves.

## **Section 3: Knowledge of CMS**

Cases are classified as being on one of two schemes – either CMS2012 or Legacy. CMS2012 is the newest scheme (computer system and legislation) and was introduced on 10<sup>th</sup> December 2012. It was initially introduced for a small number of cases but all new applications have been entered onto this scheme since 25<sup>th</sup> November 2013. Legacy cases are made up of CSCS cases and CS2 cases. Cases opened prior to 3<sup>rd</sup> March 2003 were entered onto the CSCS computer system and cases opened from 3<sup>rd</sup> March 2003 (excluding those on CMS2012) were entered onto the CS2 computer system. These systems (CSCS and CS2) have different legislation and different methods for working out the child maintenance figure. However, as they are now the older systems, they have been combined to make the Legacy schemes.

All respondents were asked if they knew which scheme their case belonged to.

**Table 28: What scheme does your CMS case belong to?**

	Frequency	Percent
<b>CMS2012 scheme</b>	360	62.0%
<b>Legacy schemes</b>	214	36.8%
<b>Don't know</b>	7	1.2%
<b>Sample Size<sup>^</sup></b>	<b>581</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Over six in ten respondents (62.0%) have a case on the CMS2012 scheme compared to 36.8% having a case on the Legacy schemes.

### **3.1 Introduction of charging**

In June 2014, the Child Maintenance Service introduced collection and enforcement fees for the statutory maintenance scheme which was launched for all new cases added to the new system from 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 maintenance amount. 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.

Customers do not pay charges however if their case uses the Direct Pay service.



### 3.2 CMS2012 scheme customers

Respondents who said they were on the CMS2012 scheme were asked if they thought it was fair for CMS to charge customers to use the statutory maintenance service.

**Table 29: Do you think it is fair for CMS to charge customers to use the statutory maintenance service?**

	Frequency	Percent
Yes	180	51.0%
No	173	49.0%
<b>Sample Size<sup>^</sup></b>	<b>353</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Similar proportions of respondents think it is fair (51.0%) to charge to use the statutory maintenance service as those who do not think it is fair (49.0%).

Those respondents who thought it was unfair to charge customers to use the statutory maintenance service were asked why they thought this.

**Table 30: Why do you think it is not fair for CMS to charge customers to use the statutory maintenance scheme?**

	Frequency	Percent*
I feel it should be a free service	52	34.2%
I feel all money should be going to the child/children	18	11.8%
I feel the amount is too high	18	11.8%
I don't think the parent with care should be charged	13	8.6%
I don't think it's fair for those who do pay/are prepared to pay	12	7.9%
I wanted Direct Pay, the other party did not so I feel I shouldn't have to pay charges as a result of this	10	6.6%
I do not want contact/give out bank details so feel I shouldn't have to pay charges as a result	5	3.3%
I feel the charges should be equal	*	*
Other	19	12.5%
Don't know	6	3.9%
<b>Sample Size</b>	<b>152</b>	

\*Multiple responses permitted so percentages will not sum to 100.0%

Over a third of respondents (34.2%) felt it was unfair to charge because the statutory maintenance scheme should be a free service. The same number of respondents felt

all the money should be going to the children as those who thought the amount was too high (11.8%).

All CMS2012 respondents were asked if they were currently paying to use the CMS statutory service.

**Table 31: Are you currently paying to use the CMS statutory service?**

	Frequency	Percent
Yes	82	23.0%
No	274	77.0%
<b>Sample Size<sup>^</sup></b>	<b>356</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Nearly one quarter of CMS2012 respondents (23.0%) are currently paying to use the CMS statutory service. This is in comparison to over three quarters (77.0%) who are not.

Those respondents who are currently being charged to use the CMS statutory service (n=82) were asked what their opinion was on the amount they are being charged.

**Table 32: What is your opinion on the amount you are being charged?**

	Frequency	Percent
Too little	*	*
About right	34	41.5%
Too much	37	45.1%
Don't know	#	#
<b>Sample Size</b>	<b>82</b>	

Over four in ten respondents (41.5%) felt the amount they were being charged was about right. However, a slightly higher proportion (45.1%) felt the amount was too much.

Respondents were also asked their opinion on the amount the other party on their case was being charged.

**Table 33: What is your opinion on the amount that the other party is being charged?**

	Frequency	Percent
Too little	18	22.0%
About right	31	37.8%
Too much	20	24.4%
Don't know	13	15.9%
<b>Sample Size</b>	<b>82</b>	

Over one in five respondents (22.0%) felt the amount the other party on their case was charged was too little while a similar proportion (24.4%) felt it was too much. A further 37.8% of respondents thought the amount being charged was about right.

Respondents who are currently being charged to use the CMS statutory service were asked if they were aware they would be exempt from charging if they used the Direct Pay service.

**Table 34: Did you know that you would be exempt from charging if you use the Direct Pay service?**

	Frequency	Percent
Yes	63	76.8%
No/ Don't know	19	23.2%
<b>Sample Size</b>	<b>82</b>	

Over three quarters of the respondents (76.8%) were aware that they would be exempt from charging if they used the Direct Pay service. Just under one quarter (23.2%) were unaware that they would be exempt from charging if they used this service or did not know if they knew.

All respondents currently paying to use CMS services were asked why their case is collect and pay. Collect and pay cases are where CMS calculates the maintenance amount, collects it or enforces it. There is a charge for this service.

**Table 35: Why are you on Collect and Pay?**

	Frequency	Percent
It was not possible for me to set up a family based/private arrangement	33	40.7%
I had no choice but to set up a Collect and Pay arrangement	33	40.7%
I was put off setting up a family based/private arrangement	*	*
I failed to make payment voluntarily	*	*
I prefer to make payment via CMS rather than direct	*	*
Other	8	9.9%
Don't know	*	*
<b>Sample Size<sup>^</sup></b>	<b>81</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

The same proportion of respondents (40.7%) were using collect and pay through CMS because it was not possible for them to set up a family based arrangement/private arrangement or because they had no choice but to set up a collect and pay arrangement.

All respondents currently paying to use CMS services were asked if they had considered a Direct Pay arrangement to avoid charges.

**Table 36: Did you consider a Direct Pay arrangement to avoid charges?**

	Frequency	Percent
Yes	31	39.7%
No/Don't know	47	60.3%
<b>Sample Size<sup>^</sup></b>	<b>78</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Nearly four in ten respondents (39.7%) had considered a Direct Pay arrangement to avoid charges. However a higher proportion (60.3%) had not considered this or did not know if they had done so.

CMS2012 customers who are not currently paying to use the statutory service (n=274) were asked if they had ever previously been charged to use it.

**Table 37: Have you previously been charged to use the CMS2012 scheme?**

	Frequency	Percent
Yes	15	5.6%
No	240	88.9%
Don't know	15	5.6%
<b>Sample Size<sup>^</sup></b>	<b>270</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Almost nine in ten respondents (88.9%) had not been previously been charged for using the CMS2012 scheme.

The same 274 respondents who are not currently paying to use the statutory service were asked if the introduction of charging influenced their decision to put a Direct Pay arrangement in place.

**Table 38: Did the introduction of charging influence your decision to put a Direct Pay Arrangement in place?**

	Frequency	Percent
Yes	88	33.1%
No	108	40.6%
Wasn't my decision	45	16.9%
Don't know	25	9.4%
<b>Sample Size<sup>^</sup></b>	<b>266</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Over three in ten (33.1%) respondents agreed the introduction of fees influenced their decision to put a Direct Pay arrangement in place. Over four in ten (40.6%) respondents said the introduction of fees did not influence their decision to put a Direct Pay arrangement in place. A further 16.9% of respondents advised it was not their decision to have or not have a Direct Pay arrangement in place.

CMS2012 respondents were asked if they had a case prior to their initial application to the current scheme (CMS2012).

**Table 39: Did you have a CMS case prior to your initial application for the current scheme?**

	Frequency	Percent
Yes	20	5.7%
No	332	94.3%
<b>Sample Size<sup>^</sup></b>	<b>352</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

The majority of respondents (94.3%) did not have a CMS case prior to their initial application to the CMS2012 scheme. Only 5.7% of respondents did.

Those respondents who did have a case prior to their CMS2012 case (i.e a Legacy case) (n=20) were asked how their experience of the new scheme compares to the old scheme. From the 20 respondents, 14 felt it was the same or better and the remaining 6 respondents did not know.

### 3.3 Legacy scheme customers

Legacy respondents (n=214) were asked if they were aware CMS now charges parents to use the new statutory maintenance scheme.

**Table 40: Were you aware that CMS now charges parents to use the new statutory child maintenance scheme?**

	Frequency	Percent
Yes	146	68.9%
No/ Don't Know	66	31.1%
<b>Sample Size<sup>^</sup></b>	<b>212</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Over two thirds (68.9%) of Legacy respondents were aware that CMS has introduced charges for parents to use the new statutory scheme.

All Legacy respondents were asked if they thought it was fair for CMS to charge customers to use the new statutory maintenance scheme.

**Table 41: Do you think it is fair for CMS to charge customers to use the new statutory maintenance scheme?**

	Frequency	Percent
Yes	97	46.4%
No	112	53.6%
<b>Sample Size<sup>^</sup></b>	<b>209</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

A small majority of respondents (53.6%) thought it was unfair to charge customers to use the new statutory maintenance scheme while 46.4% thought it was fair.

Legacy respondents were asked their opinion on the charges in place for a PWC and NRP if they are collect and pay on the CMS2012 scheme.

**Table 42: What is your opinion on the amount the PWC/NRP is being charged?**

	PWC Charges		NRP Charges	
	Frequency	Percent	Frequency	Percent
Too little	15	7.1%	7	3.3%
About right	76	36.0%	67	31.9%
Too much	89	42.2%	109	51.9%
Don't know	31	14.7%	27	12.9%
<b>Sample Size<sup>^</sup></b>	<b>211</b>		<b>210</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Over five in ten Legacy respondents (51.9%) feel the charges for an NRP are too much. A large proportion also feel this way about the PWC charges with 42.2% thinking they are too much.

However, over three in ten respondents (36.0%) feel the PWC charges are about right and 31.9% thought this way about the NRP charges.

Legacy respondents were asked if they knew they would be exempt from charging if they used the Direct Pay service.

**Table 43: Did you know that you would be exempt from charging if you use the Direct Pay service?**

	Frequency	Percent
Yes	124	59.6%
No	71	34.1%
Don't know	13	6.3%
<b>Sample Size<sup>^</sup></b>	<b>208</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Less than six in ten respondents (59.6%) were aware that the Direct Pay service is exempt from charging. Over three in ten respondents (34.1%) were unaware that the Direct Pay service was exempt from charges.



All Legacy respondents were asked if they would consider setting up a Direct Pay case to avoid incurring charges.

**Table 44: Would you consider setting up a Direct Pay case to avoid incurring charges?**

	Frequency	Percent
Yes	105	51.2%
No	82	40.0%
Don't know	18	8.8%
<b>Sample Size<sup>^</sup></b>	<b>205</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Over five in ten Legacy respondents (51.2%) would consider setting up a Direct Pay case to avoid incurring charges. However, four in ten (40.0%) would not consider this.

All Legacy respondents were asked if they would be prepared to pay to have their case managed on the new CMS2012 scheme.

**Table 45: Would you be prepared to pay to have your case managed on the new CMS2012 scheme?**

	Frequency	Percent
Yes	47	23.0%
No	110	53.9%
Don't know	47	23.0%
<b>Sample Size<sup>^</sup></b>	<b>204</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Over five in ten Legacy respondents (53.9%) would not be prepared to pay to have their case managed on the new CMS2012 scheme. Over two in ten (23.0%) would be prepared to pay to have their case managed on the new CMS2012 scheme while the remaining 23.0% do not know.

## **Section 4: Possible Improvements**

As CMS is currently going through a transition period, there is an eagerness to gauge how quickly customers felt certain case processes should take. All respondents were asked these questions.

#### 4.1 Forms and leaflets

Respondents were asked how many days they felt it should take for forms/leaflets to be sent out after being requested.

**Table 46: The number of days respondents felt it should take for forms/leaflets to be sent out after being requested**

	Frequency	Percent
1-7 days	426	84.5%
Over 7 days	35	6.9%
As soon as possible	27	5.4%
Other	*	*
Don't know	#	#
<b>Sample Size<sup>^</sup></b>	<b>504</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

The majority of respondents felt that forms/leaflets should be issued between 1 and 7 days after being requested (84.5%).

## 4.2 Call backs

CMS aims to complete all call backs to customers within 24 hours.

Respondents were asked if they thought this was an acceptable length of time for CMS to do this.

**Table 47: Do you think it is acceptable for CMS to complete call backs within 24 hours?**

	Frequency	Percent
Yes	512	92.8%
No	26	4.7%
Don't know	14	2.5%
<b>Sample Size<sup>^</sup></b>	<b>552</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

The majority of respondents (92.8%) felt 24 hours for CMS to complete a call back was an acceptable length of time. Only 4.7% did not think this was acceptable.

Those respondents who disagreed 24 hours was acceptable for a call back (n=40) or did not know were asked how many days/hours would be acceptable to complete a call back.

**Table 48: The number of days respondents felt it should take for call backs to be completed**

	Frequency
Up to 1 day	12
Other	8
Don't know	6
<b>Sample Size<sup>^</sup></b>	<b>26</b>

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Nearly half of respondents to this question (n=12) stated up to one day was an acceptable length of time for a call back to be completed.

### 4.3 Changes to the child maintenance calculation

Completing a child maintenance calculation can be very complex in nature and the average time to complete this will vary depending on which scheme the case is on. However, CMS aim to carry out an amendment to the child maintenance calculation within 4 weeks of CMS being notified. All respondents were asked if they thought this was an acceptable length of time for CMS to do this.

**Table 49: Do you think 4 weeks is an acceptable time to carry out an amendment to the child maintenance calculation?**

	Frequency	Percent
Yes	450	82.4%
No	62	11.4%
Don't know	34	6.2%
<b>Sample Size<sup>^</sup></b>	<b>546</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

The majority of respondents (82.4%) agreed 4 weeks was an acceptable length of time for CMS to carry out an amendment to the child maintenance calculation.

Those respondents who disagreed 4 weeks was an acceptable length of time or did not know (n=96) were asked what they thought would be an acceptable length of time for CMS to do this.

**Table 50: The length of time respondents felt would be acceptable for CMS to carry out an amendment to the child maintenance calculation**

	Frequency	Percent
Less than 1 week	9	13.6%
Between one and 4 weeks	41	62.1%
Other	7	10.6%
Don't know	9	13.6%
<b>Sample Size<sup>^</sup></b>	<b>66</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Over one in ten respondents (13.6%) felt amendments to the child maintenance calculation should be carried out within one week of being notified. However, over six in ten (62.1%) felt between one week and four weeks was an acceptable length of time to do this.

#### 4.4 Frequency of updates on case

While there are guidelines in place for how long certain actions will take to complete, every CMS case is unique. Consequently the length of time required to complete a change to the child maintenance calculation will vary on each case. This could be for example because there may be multiple changes to be completed, or information supplied may require further verification.

Therefore all respondents were asked how often they felt they should be provided with an update when changes were ongoing.

**Table 51: How often respondents felt they should receive an update on their case while changes are ongoing?**

	Frequency	Percent
Before updates	19	3.9%
Immediately	41	8.4%
Less than 1 week	35	7.1%
One week or more	296	60.3%
As soon as possible	70	14.3%
Other	*	*
Don't know	#	#
<b>Sample Size<sup>^</sup></b>	<b>491</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

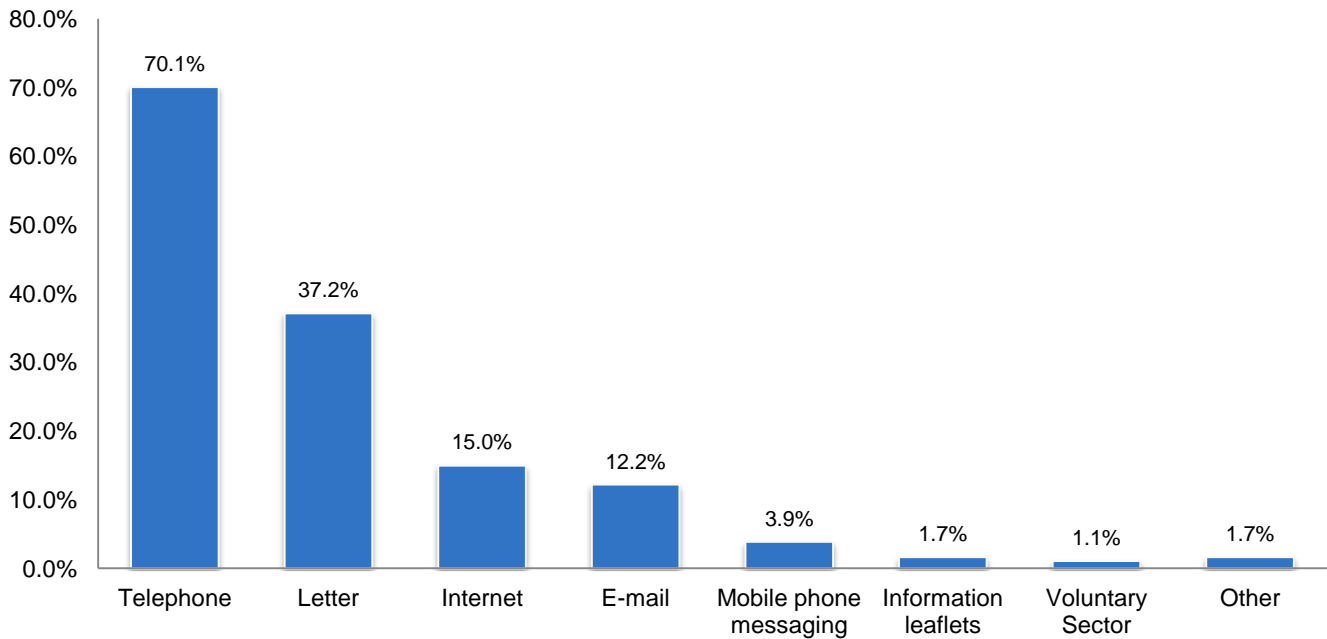
Less than one in ten (8.4%) of respondents felt that updates should be given immediately while changes are ongoing. A further 3.9% felt it should be before updates are made. The most popular response was one week or more with 60.3% stating this length of time.

## 4.5 Preferred methods of contact

When required CMS will embark on a campaign to advise customers of changes or aspects of child maintenance which may impact them. An example of this is when CMS advised all customers that charging was being introduced and new procedures regarding this.

The respondents who had been in contact with CMS within the past 12 months were asked which methods would best suit them to receive information that might affect them as either a parent with care or a non resident parent.

**Figure 18: Preferred methods of contact for CMS to contact NRP/PWC to provide information that would affect their case\*^**



*\*Multiple responses permitted so percentages will not sum to 100.0%*

*^The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out*

Telephone (70.1%) and letter (37.2%) were the most popular methods of contact to receive information from CMS. However, both internet (15.0%) and email (12.2%) were also popular.

## 4.6 Areas for improving customer service within CMS

Respondents were asked which of the following areas they would consider important for improving customer service.

**Table 52: Areas for improving customer service within CMS**

	Frequency	Percent*
No suggested improvements	160	39.1%
Wider range of face to face services	109	26.7%
A tracking facility of progression of case	39	9.5%
Being able to make applications/change personal details online/via mobile/via tablet	29	7.1%
Extended opening hours	28	6.8%
Sign posting to other advice/support organisations (i.e. Debt advice, contact issues, mediation services, DNA services etc.)	28	6.8%
Improved communication	25	6.1%
Staff Improvements	20	4.9%
Improved system/legislation	9	2.2%
More action taken on case	8	2.0%
Quicker call backs/email response	5	1.2%
Other	22	5.4%
Don't know	5	1.2%
<b>Sample Size^</b>	<b>409</b>	

\*Multiple responses permitted so percentages will not sum to 100.0%

^The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

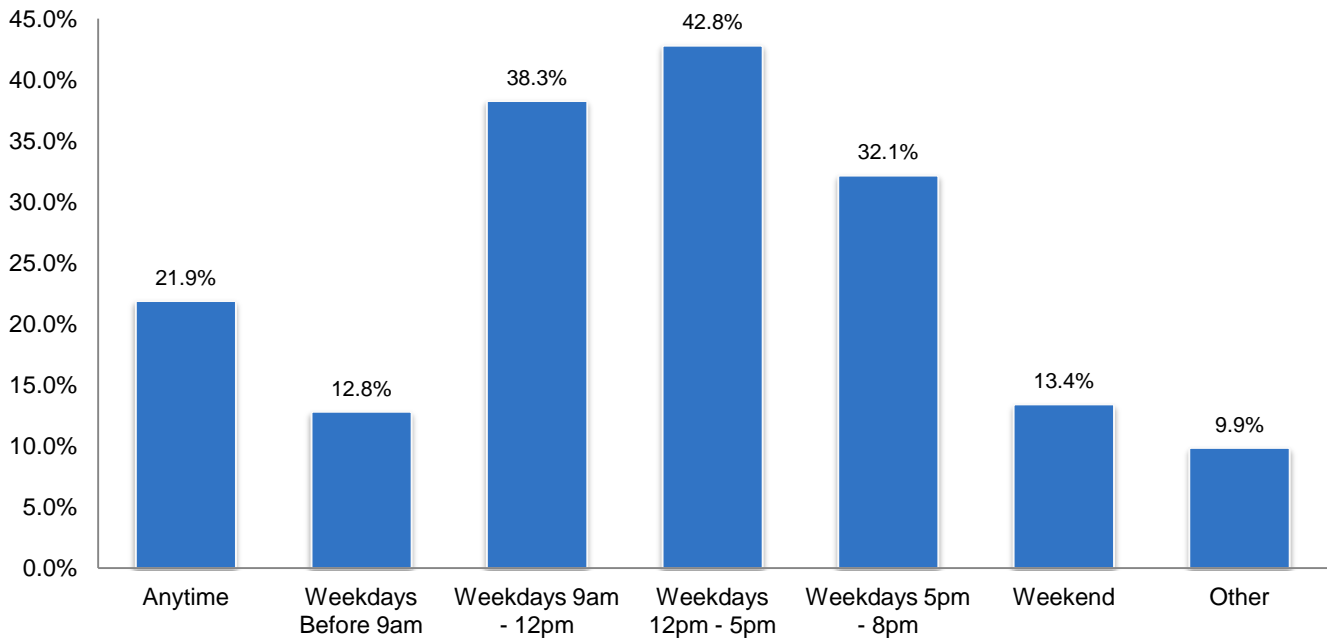
Over a third of respondents (39.1%) who answered this question (n=409) did not have any suggested improvements.



## 4.7 Best times for CMS to contact customers by telephone

Contacting customers by telephone can prove difficult due to customers' working patterns or being unavailable etc. Therefore customers were asked what were the best times to contact them with regards to their child maintenance case.

**Figure 19: Best times for CMS to contact customers\*^**



*\*Multiple responses permitted so percentages will not sum to 100.0%*

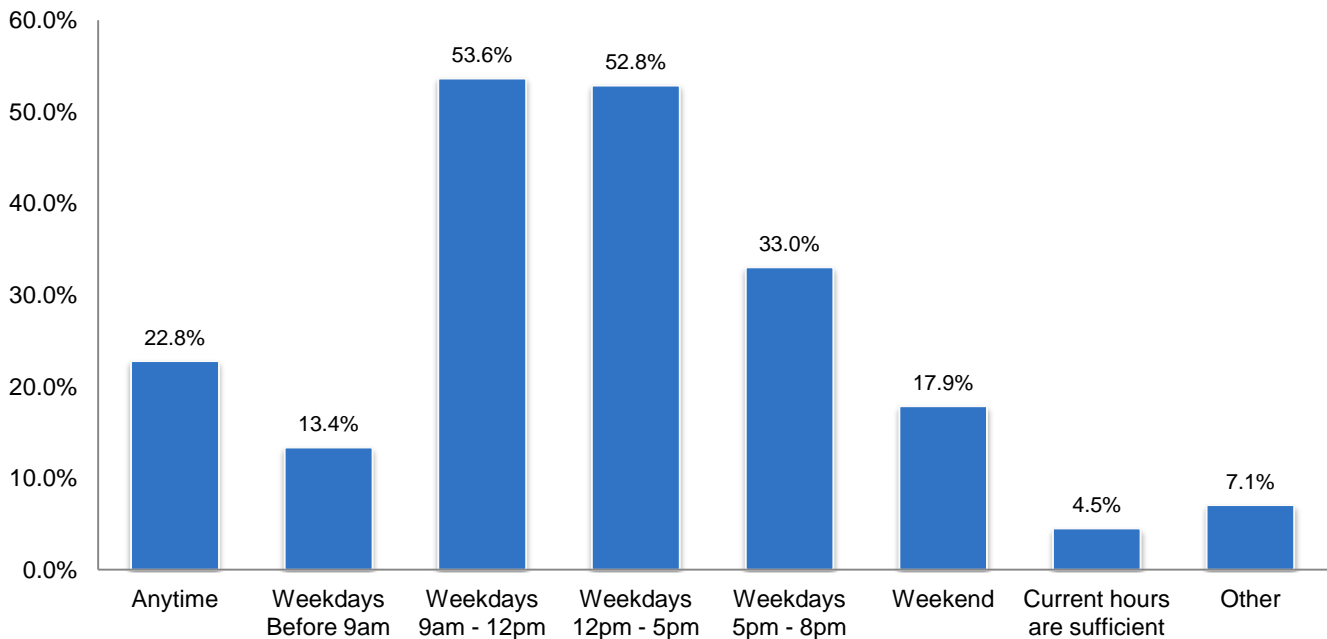
*^The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out*

Over one in five respondents (21.9%) could be contacted anytime. The most popular response was weekdays between 12pm and 5pm (42.8%) followed by weekdays 9am-12pm (38.3%).

## 4.8 CMS telephone service availability

CMS services are currently available Monday to Friday from 8.00am to 8.00pm and Saturday from 9.00am to 5.00pm. Respondents who had been in contact in the last 12 months were asked when they felt CMS should be available for customers to telephone.

**Figure 20: Times respondents felt CMS telephone services should be available\*^**



\*Multiple responses permitted so percentages will not sum to 100.0%

^The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

Over half of respondents felt that CMS telephone services should be available weekdays 9am-12pm (53.6%) and weekdays 12pm – 5pm (52.8%). However, 4.5% felt the current opening hours were sufficient.

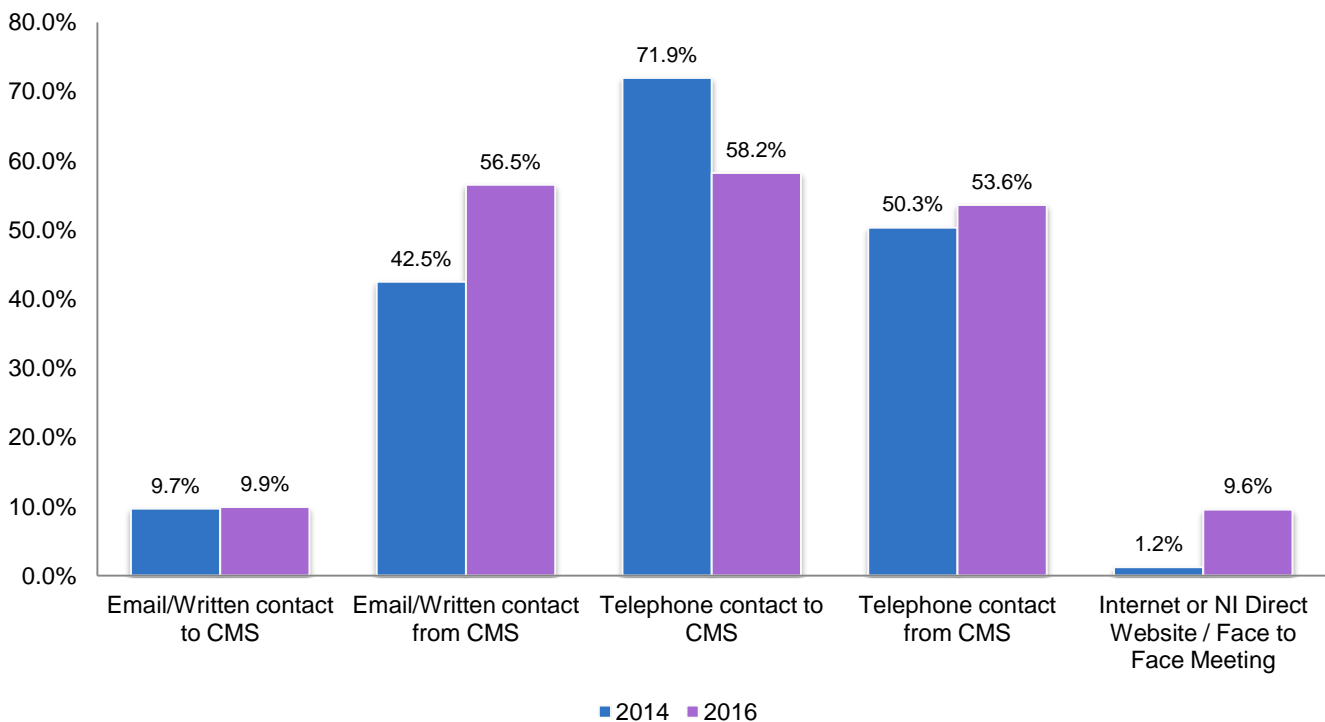
**Section 5:  
Comparisons between  
2014 and 2016 Customer  
Satisfaction Surveys**

## 5.1 Overall satisfaction

The previous Customer Satisfaction Survey was carried out in 2014. Although different interviewers were employed to carry out the surveys, the questions and sampling pool are similar. Comparisons can therefore be made between the two surveys.

When looking at the methods by which customers were in contact with CMS in the 12 months prior to the 2014 and the 2016 surveys occurring, there are differences in the proportion of people using each method of contact.

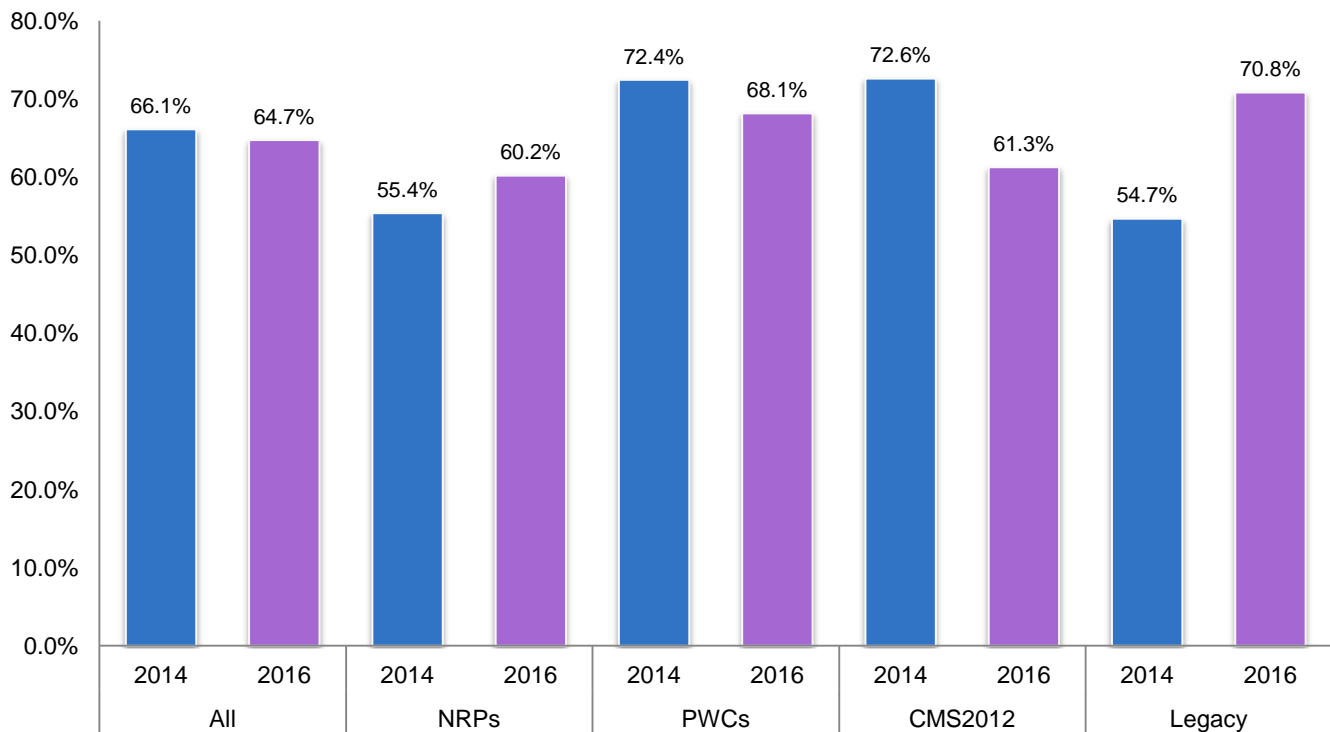
**Figure 21: Comparison of methods of contact with CMS in the 2014 and 2016 surveys**



The most popular form of contact in both 2014 and 2016 was telephone contact to CMS. However, this had vastly reduced from 2014 (71.9%) to 2016 (58.2%). Email/written contact from CMS has increased from 42.5% in 2014 to 56.5% in 2016. Email/written contact to CMS (2014 – 9.7%; 2016 – 9.9%) and telephone contact from CMS (2014 – 50.3%; 2016 – 53.6%) had very similar results on both surveys.

Overall satisfaction was analysed over the two surveys by role and scheme.

**Figure 22: Comparison of the proportion who are very satisfied or satisfied overall in the 2014 and 2016 surveys by role and scheme**



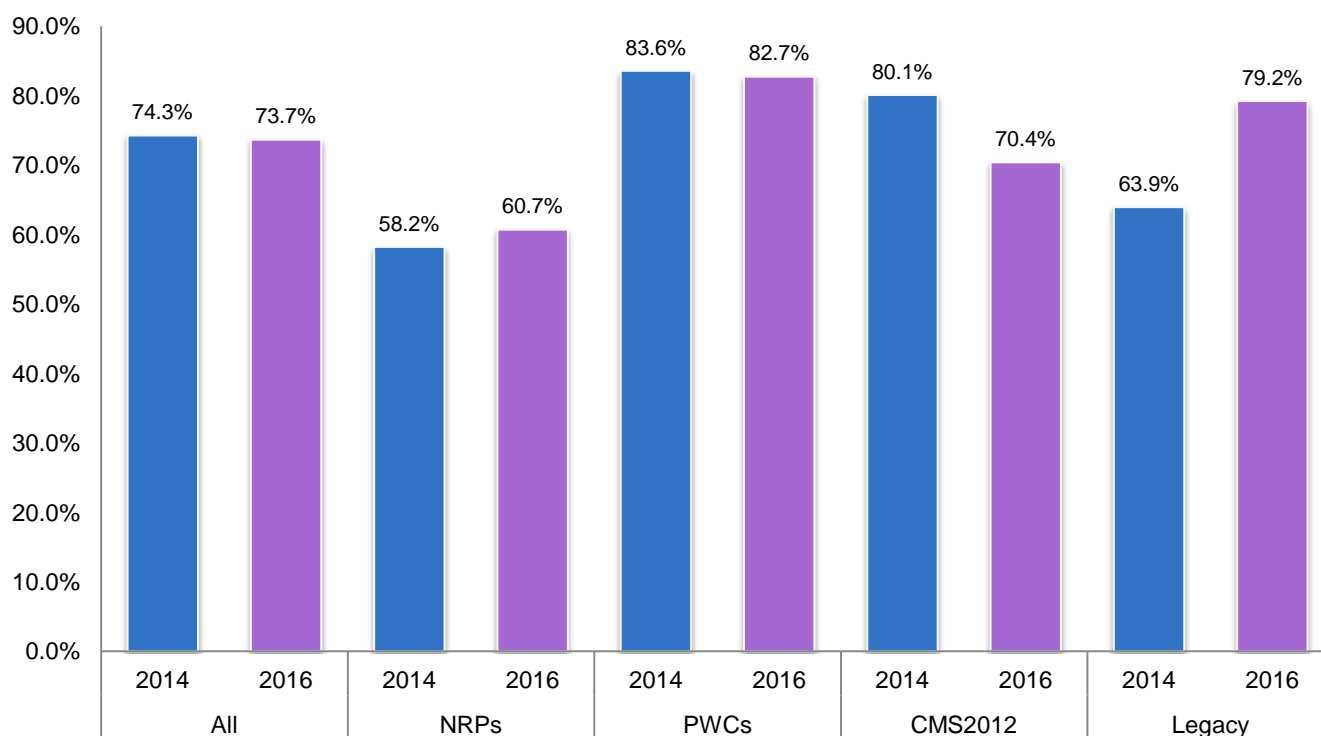
Overall satisfaction decreased slightly between 2014 (66.1% very satisfied or satisfied) and 2016 (64.7% very satisfied or satisfied). There were however increases and decreases in satisfaction between sub groups. For example, the satisfaction level of NRPs increased from 55.4% in 2014 to 60.2% in 2016. However, PWC satisfaction levels decreased from 72.4% to 68.1%.

Similarly overall satisfaction for Legacy scheme respondents saw an increase from 54.7% in 2014 to 70.8% in 2016. However, satisfaction overall among CMS2012 customers decreased from 72.6% in 2014 to 61.3% in 2016.

## 5.2 Customer perceptions to being treated fairly

Analysis of customer perceptions to being treated fairly was carried out to see if it followed the same pattern as overall satisfaction.

**Figure 23: Comparison of the proportion of respondents who strongly agreed or agreed that they were treated fairly by CMS in the 2014 and 2016 surveys by role and scheme**



Overall customer perceptions to being treated fairly by CMS were the same in 2014 (74.3% strongly agreed or agreed) as in 2016 (73.7% strongly agreed or agreed).

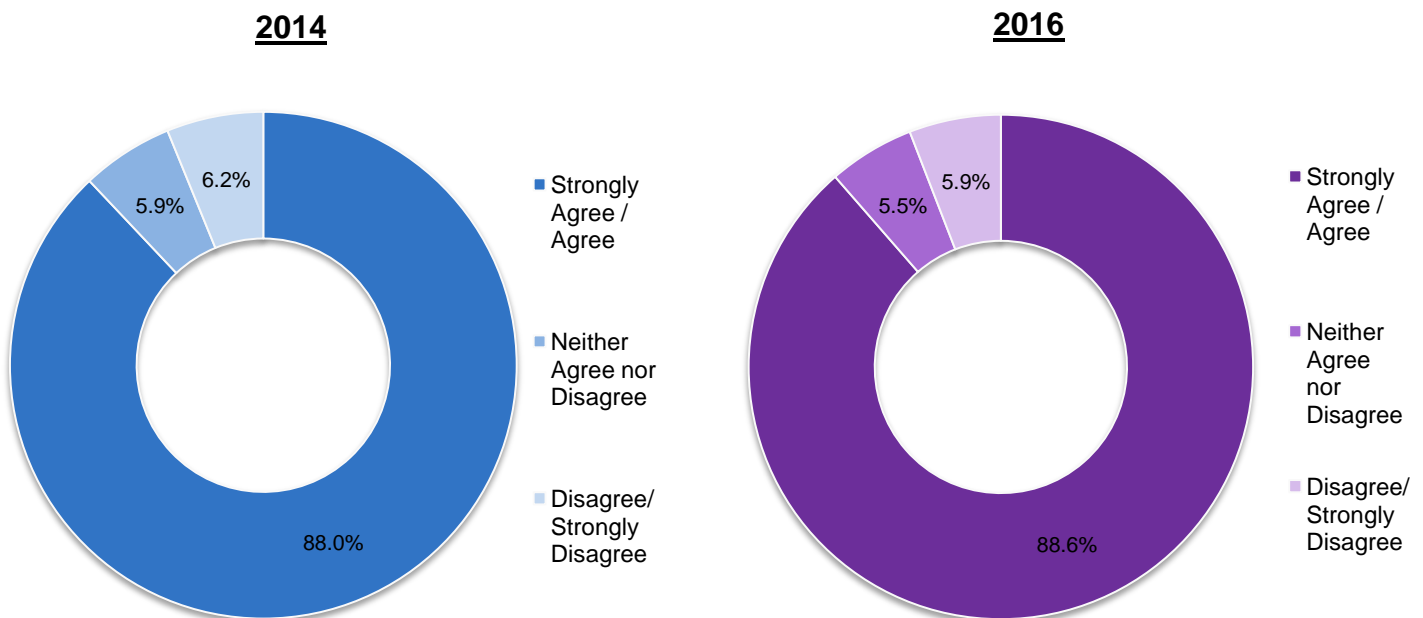
There were however changes among the sub groups. There was an increase in the number of NRPs who agreed they were treated fairly by CMS from 58.2% in 2014 to 60.7% in 2016. There was however a slight decrease in the proportion of PWCs who agreed with this (2014 – 83.6%; 2016 – 82.7%).

Comparisons between schemes on this question had similar results to those regarding overall satisfaction. The number of Legacy respondents who agreed they were treated fairly by CMS increased from 63.9% in 2014 to 79.2% in 2016. On the other hand the number of CMS2012 respondents agreeing with this statement decreased from 80.1% in 2014 to 70.4% in 2016.

### 5.3 Customer perceptions to being treated with politeness and with courtesy

Comparisons were made between the 2014 and 2016 surveys on customer perceptions to being treated with politeness and with courtesy by CMS staff.

**Figure 24: Comparison of customer perceptions to being treated with politeness and courtesy by CMS staff in the 2014 and 2016**



**4.22** As can be seen in Figure 24 there has been little change in the number of respondents who agreed they were treated with politeness and courtesy by CMS staff. The number who agreed or strongly agreed slightly increased from 88.0% in 2014 to 88.6% in 2016.

# Equality Questions



### Q1. What is your gender?

	Frequency	Percent <sup>^</sup>
Female	319	58.3%
Male	228	41.7%
<b>Sample Size</b>	<b>547</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

### Q2. What is your marital status?

	Frequency	Percent <sup>^</sup>
Single, that is, never married and never registered in a same-sex civil partnership	306	56.4%
Divorced	106	19.5%
Married	75	13.8%
Separated, but still legally married	54	9.9%
Widowed	*	*
Formerly in a same-sex civil partnership which is now legally dissolved	*	*
<b>Sample Size</b>	<b>543</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

### Q3. Which of the following age bands do you fall into?

	Frequency	Percent <sup>^</sup>
16-24	20	3.7%
25-29	75	13.8%
30-34	108	19.9%
35-39	121	22.3%
40-44	102	18.8%
45-49	71	13.1%
50-54	31	5.7%
55 or more	15	2.8%
<b>Sample Size</b>	<b>543</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

**Q4. Do you have a long-standing illness, disability or infirmity? By long-standing I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.**

	Frequency	Percent <sup>^</sup>
Yes	101	18.7%
No/Don't Know	440	81.3%
<b>Sample Size</b>	<b>541</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

**Q5. Are there any adults who are living with you who are sick, disabled or elderly whom you look after or give special help to, for example a sick, disabled or elderly relative, wife, husband, partner or friend?**

	Frequency	Percent <sup>^</sup>
Yes	34	6.3%
No	508	93.7%
<b>Sample Size</b>	<b>542</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

**Q6. To which of these ethnic groups do you consider you belong....**

	Frequency	Percent <sup>^</sup>
White	528	98.5%
Other	8	1.5%
<b>Sample Size</b>	<b>536</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

**Q7. What is your religion, even if you are not currently practising?**

	Frequency	Percent <sup>^</sup>
Catholic	198	37.4%
Protestant - Other, including not specified	197	37.2%
No religion	57	10.8%
Christian - Other, including not specified	24	4.5%
Church of Ireland	23	4.3%
Presbyterian	18	3.4%
Methodist	#	#
Other	*	*
<b>Sample Size</b>	<b>530</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

**Q8. Which of the following best describes how you think of yourself?**

	Frequency	Percent <sup>^</sup>
Heterosexual/Straight	#	#
Bisexual	*	*
<b>Sample Size</b>	<b>531</b>	

<sup>^</sup>The sample size varies due to 'Not Applicable' or 'Refused' being removed before analysis was carried out

# **Annex 1 – Sampling Errors and Confidence Limits**

## Sampling Errors and Confidence Intervals

The calculation of a sample size is based on a confidence level, a confidence interval and an estimate of the incidence of the subject being examined. A confidence level of 95% and a tolerance rate of 5% means that we are 95% confident (1 in 20 chance of being wrong) that the sample estimate will lie within 5% of the actual incidence in the population. For example, if sample results show that 50% of respondents were satisfied with a particular service, then you could be 95% confident that the true level would fall between 45% and 55%. After some consultation with CMS it was determined that for this survey a total of 800 completed interviews should be obtained to ensure sufficient statistical robustness at the various strata under investigation. Table A1 shows how these 800 desired responses were further broken down into their sub strata and the associated 95% confidence intervals.

**Table A1: Desired Sampling Errors and Confidence Intervals**

Scheme	Desired number of responses	Population Size	95% confidence interval +/- (%)
<b>Legacy and CMS2012 combined</b>	800	34,672	3.6
<b>Legacy</b>	400	21,287	4.9
<b>Legacy NRP</b>	200	10,356	6.9
<b>Legacy PWC</b>	200	10,931	6.9
<b>CMS2012</b>	400	13,385	4.9
<b>CMS2012 NRP</b>	200	6,267	6.8
<b>CMS2012 PWC</b>	200	7,118	6.8
<b>NRP</b>	400	16,623	5.0
<b>PWC</b>	400	18,049	5.0

Through the fieldwork period it was not possible to achieve the full number of desired responses for each of the strata. A total of 586 completed surveys were obtained. Table A2 shows a further breakdown of these interviews by strata and their associated 95% confidence intervals. To put this into context; the survey showed that 64.7% of all respondents indicated that they were either satisfied or very satisfied with the overall service provided by CMS in the last 12 months. Using the associated confidence

interval of 4.7% we can therefore say that we are 95% confident that the true value lies between 60.0% and 69.5%

**Table A2: Actual Sampling Errors and Confidence Intervals**

Scheme	Actual number of responses <sup>∞</sup>	Population Size	95% confidence interval +/- (%)
Legacy and CMS2012 combined	586	34,672	4.7
Legacy	214	21,287	7.0
Legacy NRP	73	10,356	11.4
Legacy PWC	141	10,931	8.2
CMS2012	360	13,385	5.2
CMS2012 NRP	158	6,267	7.7
CMS2012 PWC	200	7,118	6.8
NRP	236	16,623	7.7
PWC	348	18,049	5.7

<sup>∞</sup>The sum of completed responses in each subgroup does not equal the total number of responses completed due to some respondents not knowing their case's scheme or respondents having multiple case roles

## **Annex 2 – Questionnaire**

## Customer Satisfaction Survey 2016

### General Questions

**Q1 Have you been in contact with the Child Maintenance Service (CMS) (\*prompt with Child Support Agency (CSA) or Child Maintenance and Enforcement Division (CMED) if required\*) within the past 12 months?**

Yes	<input type="checkbox"/> <sub>1</sub>	<b>Go to Q2</b>
No	<input type="checkbox"/> <sub>2</sub>	<b>End Survey</b>
<i>Don't Know/Can't remember</i>	<input type="checkbox"/> <sub>3</sub>	<b>End Survey</b>

**Q2 How many CMS cases do you currently have in place?**

<i>No case</i>	<input type="checkbox"/> <sub>1</sub>	<b>End survey</b>
<i>One case</i>	<input type="checkbox"/> <sub>2</sub>	<b>Go to Q3</b>
<i>Two or more cases</i>	<input type="checkbox"/> <sub>3</sub>	<b>Go to Q4</b>

**Q3 What is your role in this CMS case?**

<i>Parent with Care/Receiving Parent/Parent responsible for main day-to-day care of child</i>	<input type="checkbox"/> <sub>1</sub>	<b>Go to Q6</b>
<i>Non-Resident Parent/Paying Parent/Parent who does not have main day-to-day care of child</i>	<input type="checkbox"/> <sub>2</sub>	

**Q4 What is your role in these CMS cases?**

<i>Parent with Care/Receiving Parent/Parent responsible for main day-to-day care of child</i>	<input type="checkbox"/> <sub>1</sub>	<b>Go to Q6</b>
<i>Non-Resident Parent/Paying Parent/Parent who does not have main day-to-day care of child</i>	<input type="checkbox"/> <sub>2</sub>	
<i>Both a parent with care and a non – resident parent (multiple cases with different roles)</i>	<input type="checkbox"/> <sub>3</sub>	

**(If Q2=3)**

**For the purposes of this survey we'd like to ask you about just one case. Please answer the following questions in this survey regarding whichever case has the child with the next birthday**



**Q6 Which of the following forms of contact have you had with CMS in the past 12 months (multiple responses permitted)?**

<i>Email/ Written contact to CMS</i>	<input type="checkbox"/> <sub>1</sub>	<b>Go to Q7</b>
<i>Email/Written contact from CMS</i>	<input type="checkbox"/> <sub>2</sub>	<b>Go to Q7</b>
<i>Telephone contact to CMS</i>	<input type="checkbox"/> <sub>3</sub>	<b>Go to Q7</b>
<i>Telephone contact from CMS</i>	<input type="checkbox"/> <sub>4</sub>	<b>Go to Q7</b>
<i>None of these</i>	<input type="checkbox"/> <sub>5</sub>	<b>Go to Q36</b>

**Q7 You said that you had contact with CMS in the last 12 months via either email/letter or phone. Who initiated the most recent form of contact?**

<i>You or your representative</i>	<input type="checkbox"/> <sub>1</sub>	<b>Go to Q8</b>
<i>CMS</i>	<input type="checkbox"/> <sub>2</sub>	<b>Go to Q9</b>

**Q8 How was this contact initiated?**

<i>Email/ Written contact</i>	<input type="checkbox"/> <sub>1</sub>	<b>Go to Q10</b>
<i>Telephone contact</i>	<input type="checkbox"/> <sub>2</sub>	<b>Go to Q22</b>

**Q9 How was this contact initiated?**

<i>Email/Written contact</i>	<input type="checkbox"/> <sub>1</sub>	<b>Go to Q16</b>
<i>Telephone contact</i>	<input type="checkbox"/> <sub>2</sub>	<b>Go to Q29</b>

**Written Contact to CMS (Only ask if Q8=1)**

**Q10 Thinking about the last time you initiated contact with CMS in writing or via email, for what reason/s did you do so? (multiple responses permitted)**

<i>To make an application to CMS for child maintenance</i>	<input type="checkbox"/> 1	<b>Go to Q11</b>
<i>To get general information</i>	<input type="checkbox"/> 2	
<i>To get help with a request for information/application form</i>	<input type="checkbox"/> 3	
<i>To raise a query</i>	<input type="checkbox"/> 4	
<i>To complain</i>	<input type="checkbox"/> 5	
<i>To report a change of circumstance</i>	<input type="checkbox"/> 6	
<i>Case Closure</i>	<input type="checkbox"/> 7	
<i>Charging</i>	<input type="checkbox"/> 8	
<i>Other: Please Specify</i>	<input type="checkbox"/> 9	
<i>Don't know/ Can't remember</i>	<input type="checkbox"/> 10	

**Q11 Have you received a response from CMS regarding this written/e-mailed enquiry?**

<i>Yes</i>	<input type="checkbox"/> 1	<b>Go to Q12</b>
<i>No</i>	<input type="checkbox"/> 2	<b>Go to Q15</b>
<i>Response not required</i>	<input type="checkbox"/> 3	
<i>Don't know/Can't remember</i>	<input type="checkbox"/> 4	

**Q12 Thinking about the last time you initiated contact in writing or via email to CMS how satisfied or dissatisfied were you with the following?**

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	
<i>The length of time taken to respond to your initial letter/email</i>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<b>Go to Q13 if 4 or 5 ticked</b>  <b>Else</b> <b>Go to Q14</b>
<i>The clarity of response</i>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	
<i>The quality of information supplied with the response (e.g. letters, forms, etc)</i>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	
<i>The length of time it took to resolve your enquiry</i>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	
<i>The way your written/emailed enquiry was handled overall</i>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	

**Q13 If you were dissatisfied /very dissatisfied with any of the above, why were you dissatisfied/very dissatisfied?**

<i>The response was not the outcome I wanted</i>	<input type="checkbox"/> <sub>1</sub>	<b>Go to Q14</b>
<i>The enquiry was not resolved</i>	<input type="checkbox"/> <sub>2</sub>	
<i>The enquiry took too long to resolve</i>	<input type="checkbox"/> <sub>3</sub>	
<i>Other: Please Specify</i>	<input type="checkbox"/> <sub>4</sub>	

**Q14 How long did it take to receive a response from CMS?**

<i>Less than one week</i>	<input type="checkbox"/>	<b>Go to Q15</b>
<i>More than 1 week but less than 2 weeks</i>	<input type="checkbox"/>	
<i>More than 2 weeks</i>	<input type="checkbox"/> <sub>3</sub>	

**Q15 If further contact was required with CMS, who was it that initiated the contact?**

<i>CMS</i>	<input type="checkbox"/> <sub>1</sub>	<b>Go to Q36</b>
<i>You</i>	<input type="checkbox"/> <sub>2</sub>	
<i>No further contact yet</i>	<input type="checkbox"/> <sub>3</sub>	
<i>No further contact required</i>	<input type="checkbox"/> <sub>4</sub>	
<i>Don't know/Can't remember</i>	<input type="checkbox"/> <sub>5</sub>	

**Written Contact from CMS (Only ask if Q9=1)**

**Q16 Thinking about the last time CMS initiated contact with you in writing or via email, for what reason/s did they do so? (multiple responses permitted)**

<i>To notify of a change of circumstances/change to assessment amount</i>	<input type="checkbox"/> 1	<b>Go to Q18</b>
<i>To advise of a new collection schedule/payment schedule</i>	<input type="checkbox"/> 2	
<i>A warning letter regarding a missed payment (NRP only)</i>	<input type="checkbox"/> 3	
<i>To request information/verification of information supplied by another party on the case <b>*prompt*</b> Parent with Care/Non Resident Parent/Non Resident Parent Employer</i>	<input type="checkbox"/> 4	
<i>Case Closure</i>	<input type="checkbox"/> 5	
<i>Charging</i>	<input type="checkbox"/> 6	
<i>To provide information :Please Specify</i>	<input type="checkbox"/> 7	<b>Go to Q17</b>
<i>Other: Please Specify</i>	<input type="checkbox"/> 8	<b>Go to Q18</b>
<i>Don't know/ Can't remember</i>	<input type="checkbox"/> 9	

**Q17 \*INTERVIEWER\* Please insert specific answer given regarding “To provide information” response above.**

**Q18 Have you responded to the letter if this was required?**

<i>Yes</i>	<input type="checkbox"/> 1	<b>Go to Q19</b>
<i>No</i>	<input type="checkbox"/> 2	
<i>Response not required</i>	<input type="checkbox"/> 3	
<i>Don't know/Can't remember</i>	<input type="checkbox"/> 4	

**Q19 Thinking about the last time you received an email/letter from CMS how satisfied/dissatisfied were you with the following?**

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	
<i>The clarity of the information provided/information that was requested by CMS</i>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<b>Go to Q20 if answer 4 or 5</b>  <b>Else</b>  <b>Go to Q21</b>
<i>The ease with which you could find details to contact CMS on the correspondence</i>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	
<i>Details on the appeals process (if applicable)</i>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	
<i>The time frame stated to respond within (if applicable)</i>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	

**Q20 If you were dissatisfied /very dissatisfied with any of the above, why were you dissatisfied/very dissatisfied?**

<i>The correspondence was unexpected</i>	<input type="checkbox"/> <sub>1</sub>	<b>Go to Q21</b>
<i>The decision was not the outcome I wanted</i>	<input type="checkbox"/> <sub>2</sub>	
<i>I felt I was not involved in the decision</i>	<input type="checkbox"/> <sub>3</sub>	
<i>Other: Please Specify</i>	<input type="checkbox"/> <sub>4</sub>	

**Q21 If further contact was required with CMS, who was it that initiated the contact?**

<i>CMS</i>	<input type="checkbox"/> <sub>1</sub>	<b>Go to Q36</b>
<i>You</i>	<input type="checkbox"/> <sub>2</sub>	
<i>No further contact yet</i>	<input type="checkbox"/> <sub>3</sub>	
<i>No further contact required</i>	<input type="checkbox"/> <sub>4</sub>	
<i>Don't know/Can't remember</i>	<input type="checkbox"/> <sub>5</sub>	

**Telephone Contact to CMS (Only ask if Q8=2)**

**Q22 The last time you initiated contact with CMS via telephone, did the member of staff who answered the phone state their name at the start of the call?**

Yes	<input type="checkbox"/> 1	<b>Go to Q23</b>
No	<input type="checkbox"/> 2	
<i>Don't know/Can't remember</i>	<input type="checkbox"/> 3	

**Q23 The last time you initiated contact with CMS via telephone, did the member of staff who answered the phone ask you a series of security questions? (\*prompt\*if respondent is unclear of security questions provide examples such as: date of birth or National Insurance Number)**

Yes	<input type="checkbox"/> 1	<b>Go to Q24</b>
No	<input type="checkbox"/> 2	
<i>Don't know/Can't remember</i>	<input type="checkbox"/> 3	

**Q24 Thinking about the last time you initiated contact with CMS via telephone, for which of the following reasons did you telephone them? (multiple responses permitted)**

<i>To make an application to CMS for child maintenance</i>	<input type="checkbox"/> 1	<b>Go to Q25</b>
<i>To get general information</i>	<input type="checkbox"/> 2	
<i>To raise a query</i>	<input type="checkbox"/> 3	
<i>To complain</i>	<input type="checkbox"/> 4	
<i>To report a change of circumstance</i>	<input type="checkbox"/> 5	
<i>Case Closure</i>	<input type="checkbox"/> 6	
<i>Charging</i>	<input type="checkbox"/> 7	
<i>Other: Please Specify</i>	<input type="checkbox"/> 8	
<i>Don't know/ Can't remember</i>	<input type="checkbox"/> 9	

**Q25 Which of the following best describes what happened when you got through to a member of staff?**  
(multiple responses permitted)

<i>My query was answered straight away</i>	<input type="checkbox"/> 1	<b>Go to Q26</b>
<i>I was placed on hold while they went away to sort out my query</i>	<input type="checkbox"/> 2	
<i>They took down my details and said they would ring me back</i>	<input type="checkbox"/> 3	
<i>They took down my details and said someone else would ring me back</i>	<input type="checkbox"/> 4	
<i>I was transferred to another member of staff</i>	<input type="checkbox"/> 5	
<i>I was asked to call back</i>	<input type="checkbox"/> 6	
<i>They couldn't help at all</i>	<input type="checkbox"/> 7	
<i>Don't know/Can't remember</i>	<input type="checkbox"/> 8	

**Q26 Thinking about the last time you telephoned CMS how satisfied/dissatisfied were you with the following?**

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	<b>Go to Q27 if answer 4 or 5  Else Go to Q28</b>
<i>The length of time taken to answer the telephone</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
<i>The call handler's ability to deal with your enquiry</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
<i>Duration of the telephone call (i.e. the time it took to deal with the query)</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	

**Q27 If you were dissatisfied /very dissatisfied with any of the above, why were you dissatisfied/very dissatisfied?**

<i>The response was not the outcome I wanted</i>	<input type="checkbox"/> 1	<b>Go to Q28</b>
<i>The enquiry was not resolved</i>	<input type="checkbox"/> 2	
<i>The enquiry took too long to resolve</i>	<input type="checkbox"/> 3	
<i>Other: Please Specify</i>	<input type="checkbox"/> 4	

**Q28** If you required a call back, how long did you wait to receive a response from CMS?

<i>Within 48 hours</i>	<input type="checkbox"/> 1	<b>Go to Q36</b>
<i>Less than one week</i>	<input type="checkbox"/> 2	
<i>More than 1 week but less than 2 weeks</i>	<input type="checkbox"/> 3	
<i>More than 2 weeks</i>	<input type="checkbox"/> 4	
<i>I had to initiate contact with CMS again</i>	<input type="checkbox"/> 5	
<i>Still awaiting response</i>	<input type="checkbox"/> 6	
<i>No response required</i>	<input type="checkbox"/> 7	
<i>Don't know/Can't remember</i>	<input type="checkbox"/> 8	



**Telephone Contact from CMS (Only ask if Q1.5=2)**

**Q29 The last time CMS initiated contact with you via telephone did the caller state their name and why they were calling?**

Yes	<input type="checkbox"/> 1	<b>Go to Q30</b>
No	<input type="checkbox"/> 2	
<i>Don't know/Can't remember</i>	<input type="checkbox"/> 3	

**Q30 On this occasion, did the member of staff who answered the phone ask you a series of security questions? (\*prompt\*if respondent is unclear of security questions provide examples such as: date of birth or National Insurance Number)**

Yes	<input type="checkbox"/> 1	<b>Go to Q31</b>
No	<input type="checkbox"/> 2	
<i>Don't know/Can't remember</i>	<input type="checkbox"/> 3	

**Q31 Thinking about the last time you received a call from CMS, what was this call regarding?**

<i>To notify of a change of circumstances/change to assessment amount</i>	<input type="checkbox"/> 1	<b>Go to Q33</b>
<i>To advise of a new collection schedule/payment schedule</i>	<input type="checkbox"/> 2	
<i>To chase up payments (NRP only)</i>	<input type="checkbox"/> 3	
<i>To provide information: Please specify</i>	<input type="checkbox"/> 4	<b>Go to Q32</b>
<i>To obtain verification on information supplied by another party on the case (*prompt* for example the non resident parent/parent with care/ non resident parent employer)</i>	<input type="checkbox"/> 5	<b>Go to Q33</b>
<i>To discuss the possibility of Family Based Arrangements/Direct Pay</i>	<input type="checkbox"/> 6	
<i>Case Closure</i>	<input type="checkbox"/> 7	
<i>Charging</i>	<input type="checkbox"/> 8	
<i>Other: Please Specify</i>	<input type="checkbox"/> 9	
<i>Don't know/ Can't remember</i>	<input type="checkbox"/> 10	

**Q32 \*Interviewer\* If respondent said "To provide information" above, code specific response here**

**Q33 Thinking about this occasion, how satisfied/dissatisfied were you with the following?**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither Satisfied or Dissatisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Go to Q34 if answer 4 or 5 Else Go to Q35</b>
<i>Clarity of what the telephone call was regarding</i>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	
<i>The call handler's ability to deal with any further queries you had</i>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	
<i>The duration of the telephone call</i>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	

**Q34 If you were dissatisfied /very dissatisfied with any of the above, why were you dissatisfied/very dissatisfied?**

<i>The telephone call was unexpected</i>	<input type="checkbox"/> <sub>1</sub>	<b>Go to Q35</b>
<i>I felt like I was not involved in the decision making</i>	<input type="checkbox"/> <sub>2</sub>	
<i>Clarity of purpose</i>	<input type="checkbox"/> <sub>3</sub>	
<i>Unsatisfactory outcome</i>	<input type="checkbox"/> <sub>4</sub>	
<i>Length of call</i>	<input type="checkbox"/> <sub>5</sub>	
<i>Other: Please Specify</i>	<input type="checkbox"/> <sub>6</sub>	

**Q35 If further contact was required with CMS, who initiated this contact?**

<i>CMS</i>	<input type="checkbox"/> <sub>1</sub>	<b>Go to Q36</b>
<i>You</i>	<input type="checkbox"/> <sub>2</sub>	
<i>No further contact yet</i>	<input type="checkbox"/> <sub>3</sub>	
<i>No further contact required</i>	<input type="checkbox"/> <sub>4</sub>	
<i>Don't know/Can't remember</i>	<input type="checkbox"/> <sub>5</sub>	

### Internet Access

**Q36 Have you had contact with CMS in the past 12 months via the Internet/NI Direct website?**

Yes	<input type="checkbox"/> 1	<b>Go to Q37</b>
No	<input type="checkbox"/> 2	<b>Go to Q40</b>
Don't Know	<input type="checkbox"/> 3	<b>Go to Q40</b>

**Q37 The last time you used the internet to access CMS services, for which of the following reasons did you do so? (multiple responses permitted)**

<i>To get information on what options there are for child maintenance arrangements</i>	<input type="checkbox"/> 1	<b>Go to Q38</b>
<i>To calculate how much child maintenance I should/ will be paying</i>	<input type="checkbox"/> 2	
<i>To download leaflets</i>	<input type="checkbox"/> 3	
<i>Links to other support services (*prompt* for example Family Support NI)</i>	<input type="checkbox"/> 4	
<i>Contact information (e.g. email, address, telephone number etc)</i>	<input type="checkbox"/> 5	
<i>Case Closure</i>	<input type="checkbox"/> 6	
<i>Charging</i>	<input type="checkbox"/> 7	
<i>Other: Please Specify</i>	<input type="checkbox"/> 8	
<i>Don't know/ Can't remember</i>	<input type="checkbox"/> 9	

**Q38 Thinking about the last time you used the internet to access CMS services, how satisfied were you with the following?**

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	
<i>The presentation of the website</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<b>Go to Q39 if answer 4 or 5  Else Go to Q40</b>
<i>The information provided on the website</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
<i>The ease with which you can find the relevant information on the website</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
<i>Overall, how satisfied were you with the website</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	

**Q39** If you were dissatisfied /very dissatisfied with any of the above, why were you dissatisfied or very dissatisfied?

	<b>Go to Q40</b>
--	------------------

**Q40** Have you had contact with CMS in the past 12 months via a face to face meeting?

Yes	<input type="checkbox"/> 1	<b>Go to Q41</b>
No	<input type="checkbox"/> 2	
<i>Don't know</i>	<input type="checkbox"/> 3	

**Q41** What scheme does your CMS case belong to?

Legacy Schemes (1993/2003 Scheme – CSCS/Trans/CS2)	<input type="checkbox"/>	<b>Go to Q68</b>
2012 Scheme – CMS 2012	<input type="checkbox"/>	<b>Go to Q42</b>
<i>I have received a letter regarding case closure of my older case and am awaiting my new case opening on the new system</i>	<input type="checkbox"/>	<b>Go to Q68</b>
<i>Don't know</i>	<input type="checkbox"/>	<b>Go to Q75</b>

## Self-Service Portal

**Q42 Have you registered online to manage your child maintenance case via the Self-Service Portal?**

Yes	<input type="checkbox"/> 1	<b>Go to Q49</b>
No	<input type="checkbox"/> 2	<b>Go to Q43</b>
<i>Don't know/Can't remember</i>	<input type="checkbox"/> 3	

**Q43 Are you aware of the Self-Service portal available for CMS2012 customers? \*Prompt, the self-service portal enables customers to update details, request a change, obtain information etc?**

Yes	<input type="checkbox"/> 1	<b>Go to Q44</b>
No	<input type="checkbox"/> 2	<b>Go to Q53</b>
<i>Don't know</i>	<input type="checkbox"/> 3	

**Q44 Are you aware that for convenience the self-service portal can be accessed via your tablet/smart phone?**

Yes	<input type="checkbox"/> 1	<b>Go to Q46</b>
No	<input type="checkbox"/> 2	<b>Go to Q45</b>
<i>Don't know</i>	<input type="checkbox"/> 3	<b>Go to Q45</b>

**Q45 Now that you are aware of this functionality, would you be interested in using the self-service portal to manage your child maintenance case?**

Yes	<input type="checkbox"/> 1	<b>Go to Q46</b>
No	<input type="checkbox"/> 2	
<i>Don't know</i>	<input type="checkbox"/> 3	

**Q46 Why are you not availing of this service? :**

<i>Internet access in my local area is poor</i>	<input type="checkbox"/> <sub>1</sub>	<b>Go to Q53</b>
<i>I do not want to manage my case myself and would prefer to speak to someone to do this</i>	<input type="checkbox"/> <sub>2</sub>	
<i>I would worry I would update the details wrong</i>	<input type="checkbox"/> <sub>3</sub>	
<i>Other: Please Specify</i>	<input type="checkbox"/> <sub>4</sub>	
<i>I have attempted to register but was unsuccessful</i>	<input type="checkbox"/> <sub>5</sub>	<b>Go to Q47</b>

**Q47 Why was your attempt to register unsuccessful?**

[Type verbatim response]

**Q48 Interviewer click to continue (Go to Q53)**

**Q49 The last time you used the Self-Service Portal to access your self-service account with CMS, for which of the following reasons did you do so? (multiple responses permitted)**

<i>To retain some independence in relation to my case</i>	<input type="checkbox"/> <sub>1</sub>	<b>Go to Q50</b>
<i>To find out information</i>	<input type="checkbox"/> <sub>2</sub>	
<i>Update contact information (e.g. email, address, telephone number etc)</i>	<input type="checkbox"/> <sub>3</sub>	
<i>Check payment statements/dates</i>	<input type="checkbox"/> <sub>4</sub>	
<i>To make a payment</i>	<input type="checkbox"/> <sub>5</sub>	
<i>Report a change of circumstance</i>	<input type="checkbox"/> <sub>6</sub>	
<i>Post a query</i>	<input type="checkbox"/> <sub>7</sub>	
<i>Other: Please Specify</i>	<input type="checkbox"/> <sub>8</sub>	
<i>Don't know/ Can't remember</i>	<input type="checkbox"/> <sub>9</sub>	
<i>Check notification history</i>	<input type="checkbox"/> <sub>10</sub>	

**Q50 Thinking about the last time you used the Self-Service Portal to access your CMS account, how satisfied were you with the following?**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither Satisfied or Dissatisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	
<i>The initial registration process</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<b>Go to Q51 if answer 4 or 5</b>
<i>The presentation of the portal</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
<i>The information provided on the portal</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<b>Else</b> <b>Go to Q52</b>
<i>The ease with which you can find the relevant information on the portal</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
<i>Overall, how satisfied were you with the portal</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	

**Q51 If you were dissatisfied /very dissatisfied with any of the above, why were you dissatisfied/very dissatisfied?**

	<b>Go to Q52</b>
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**Q52 Thinking about possible improvements to the self service portal, as a customer, what would you like to see made available through this service?**

**[Type verbatim response]**

## CMS 2012 – Customers

In June 2014, the Child Maintenance Service introduced collection and enforcement fees for the statutory maintenance scheme which was launched for all new cases added to the new system from 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. 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.

Customers do not pay charges however if their case uses the Direct Pay service.

**Q53 Do you think it is fair for CMS to charge customers to use the statutory maintenance service?**

Yes	<input type="checkbox"/> 1	<b>Go to Q55</b>
No	<input type="checkbox"/> 2	<b>Go to Q54</b>

**Q54 Why do you think it is not fair for CMS to charge customers to use the statutory maintenance service?**

[Type verbatim response]

**Q55 Are you currently paying to use the CMS statutory service?**

Yes	<input type="checkbox"/> 1	<b>Go to Q56</b>
No	<input type="checkbox"/> 2	<b>Go to Q62</b>

**Q56 What is your opinion on the amount you are being charged?**

<i>Too Little</i>	<input type="checkbox"/> 1	<b>Go to Q57</b>
<i>About Right</i>	<input type="checkbox"/> 2	<b>Go to Q57</b>
<i>Too Much</i>	<input type="checkbox"/> 3	<b>Go to Q57</b>
<i>Don't Know</i>	<input type="checkbox"/> 4	<b>Go to Q57</b>



**Q57 What is your opinion on the amount that the other party is being charged?**

<i>Too Little</i>	<input type="checkbox"/> 1	<b>Go to Q58</b>
<i>About Right</i>	<input type="checkbox"/> 2	<b>Go to Q58</b>
<i>Too Much</i>	<input type="checkbox"/> 3	<b>Go to Q58</b>
<i>Don't Know</i>	<input type="checkbox"/> 4	<b>Go to Q58</b>

The Child Maintenance Service also provides a Direct Pay service where it calculates how much should be paid and helps parents to make payments directly to the parent who has care of the children. This service is free.

**Q58 Did you know that you would be exempt from charging if you use the Direct Pay service?**

<i>Yes</i>	<input type="checkbox"/> 1	<b>Go to Q59</b>
<i>No</i>	<input type="checkbox"/> 2	<b>Go to Q59</b>
<i>Don't Know</i>	<input type="checkbox"/> 3	<b>Go to Q59</b>

**Q59 Why are you on Collect and Pay?**

<i>It was not possible for me to set up a family based/private arrangement</i>	<input type="checkbox"/> 1	<b>Go to Q61</b>
<i>I had no choice but to set up a Collect and Pay arrangement</i>	<input type="checkbox"/> 2	<b>Go to Q61</b>
<i>I was put off setting up a family based/private arrangement</i>	<input type="checkbox"/> 3	<b>Go to Q60</b>
<i>Failed to make payment voluntarily, (PP question only)</i>	<input type="checkbox"/> 4	<b>Go to Q61</b>
<i>Prefer to make payment via CMS rather than direct (PP question only)</i>	<input type="checkbox"/> 5	<b>Go to Q61</b>
<i>Other: Please specify</i>	<input type="checkbox"/> 6	<b>Go to Q61</b>

**Q60 Why were you put off setting up a family based/private arrangement?**

<i>Complete breakdown of communication</i>	<input type="checkbox"/> 1	<b>Go to Q61</b>
<i>Preferred to keep information and details private</i>	<input type="checkbox"/> 2	<b>Go to Q61</b>
<i>Risk of or previous domestic violence</i>	<input type="checkbox"/> 3	<b>Go to Q61</b>
<i>Thought it would be simpler to let CMS collect and pay</i>	<input type="checkbox"/> 4	<b>Go to Q61</b>
<i>Other: Please specify</i>	<input type="checkbox"/> 5	<b>Go to Q61</b>

**Q61 Did you consider a Direct Pay arrangement to avoid charges?**

<i>Yes</i>	<input type="checkbox"/> 1	<b>Go to Q64</b>
<i>No</i>	<input type="checkbox"/> 2	<b>Go to Q64</b>
<i>Don't Know</i>	<input type="checkbox"/> 3	<b>Go to Q64</b>

**Q62 Have you previously been charged to use the CMS2012 scheme?**

<i>Yes</i>	<input type="checkbox"/> 1	<b>Go to Q63</b>
<i>No</i>	<input type="checkbox"/> 2	<b>Go to Q63</b>
<i>Don't Know</i>	<input type="checkbox"/> 3	<b>Go to Q63</b>

**Q63 Did the introduction of charging influence your decision to put a Direct Pay Arrangement in place?**

<i>Yes</i>	<input type="checkbox"/> 1	<b>Go to Q64</b>
<i>No</i>	<input type="checkbox"/> 2	<b>Go to Q64</b>
<i>Don't Know</i>	<input type="checkbox"/> 3	<b>Go to Q64</b>
<i>Wasn't my decision</i>	<input type="checkbox"/> 4	<b>Go to Q64</b>

**Q64 Did you have a CMS case prior to your initial application for the current scheme?**

<i>Yes</i>	<input type="checkbox"/> 1	<b>Go to Q65</b>
<i>No</i>	<input type="checkbox"/> 2	<b>Go to Q75</b>

**Q65 How does your experience of the new scheme compare to the old scheme?**

<i>The new scheme is worse</i>	<input type="checkbox"/> 1	<b>Go to Q66</b>
<i>About the same</i>	<input type="checkbox"/> 2	<b>Go to Q75</b>
<i>The new scheme is better</i>	<input type="checkbox"/> 3	<b>Go to Q67</b>
<i>Don't Know</i>	<input type="checkbox"/> 4	<b>Go to Q75</b>

**Q66 Why do you think the new scheme is worse than the old scheme?**

	<b>Go to Q75</b>
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**Q67 Why do you think the new scheme is better than the old scheme?**

	<b>Go to Q75</b>
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### Legacy – Customers

In June 2014, the Child Maintenance Service introduced collection and enforcement fees for the statutory maintenance scheme which was launched for all new cases added to the new system from December 2012. It also marked the first steps by CMS to close down the 1993 and 2003 statutory schemes.

An additional 20% fee will be charged to the paying parent on top of the maintenance assessment and the receiving parent will receive 4% less than the paid amount on cases that do not use Direct Pay.

For example, where a parent is assessed to pay £100 per week in maintenance, they will be charged £20 of charges, and the receiving parent will pay £4 of charges.

**Q68 Were you aware that CMS now charges parents to use the new statutory child maintenance scheme?**

Yes	<input type="checkbox"/> 1	Go to Q69
No	<input type="checkbox"/> 2	Go to Q69
Don't Know	<input type="checkbox"/> 3	Go to Q69

**Q69 Do you think it is fair for CMS to charge customers to use the new statutory maintenance scheme?**

Yes	<input type="checkbox"/> 1	Go to Q70
No	<input type="checkbox"/> 2	Go to Q70

**Q70 What is your opinion on the amount the PWC is being charged?**

Too Little	<input type="checkbox"/> 1	Go to Q71
About Right	<input type="checkbox"/> 2	Go to Q71
Too Much	<input type="checkbox"/> 3	Go to Q71
Don't Know	<input type="checkbox"/> 4	Go to Q71

**Q71 What is your opinion on the amount the NRP is being charged?**

<i>Too Little</i>	<input type="checkbox"/> 1	<b>Go to Q72</b>
<i>About Right</i>	<input type="checkbox"/> 2	<b>Go to Q72</b>
<i>Too Much</i>	<input type="checkbox"/> 3	<b>Go to Q72</b>
<i>Don't Know</i>	<input type="checkbox"/> 4	<b>Go to Q72</b>

The Child Maintenance Service also provides a Direct Pay service where it calculates how much should be paid and helps parents to make payments directly to the parent who has care of the children. This service is free.

**Q72 Did you know that you would be exempt from charging if you use the Direct Pay service?**

<i>Yes</i>	<input type="checkbox"/> 1	<b>Go to Q73</b>
<i>No</i>	<input type="checkbox"/> 2	<b>Go to Q73</b>
<i>Don't Know</i>	<input type="checkbox"/> 3	<b>Go to Q73</b>

**Q73 Would you consider setting up a Direct Pay case to avoid incurring charges?**

<i>Yes</i>	<input type="checkbox"/> 1	<b>Go to Q74</b>
<i>No</i>	<input type="checkbox"/> 2	<b>Go to Q74</b>
<i>Don't Know</i>	<input type="checkbox"/> 3	<b>Go to Q74</b>

**Q74 Would you be prepared to pay to have your case managed on the new CMS2012 scheme?**

<i>Yes</i>	<input type="checkbox"/> 1	<b>Go to Q75</b>
<i>No</i>	<input type="checkbox"/> 2	<b>Go to Q75</b>
<i>Don't Know</i>	<input type="checkbox"/> 3	<b>Go to Q75</b>

### Overall Service Questions

(Ask of everybody)

**Q75 Taking everything into consideration, how satisfied/dissatisfied were you overall with the service provided by the CMS in the last 12 months?**

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<b>Go to Q76 if answer 4 or 5 Else Go to Q77</b>

**Q76 If you said you were dissatisfied or very dissatisfied with the overall service provided by CMS in the last 12 months, why were you dissatisfied or very dissatisfied with this?**

<i>I did not receive any payments (Parent with Care)</i>	<input type="checkbox"/> 1	<b>Go to Q77</b>
<i>It was difficult to come to an arrangement to make payments (Non Resident Parent)</i>	<input type="checkbox"/> 2	
<i>I was not given enough updates on my case</i>	<input type="checkbox"/> 3	
<i>I found it difficult to get in contact with my caseworker</i>	<input type="checkbox"/> 4	
<i>I was dissatisfied with an aspect of the case closure process</i>	<input type="checkbox"/> 5	
<i>I was dissatisfied with charging</i>	<input type="checkbox"/> 6	
<i>I was dissatisfied by the length of time to receive a response</i>	<input type="checkbox"/> 7	
<i>I did not receive all payments</i>	<input type="checkbox"/> 8	
<i>It took too long for CMS to arrange payment for me</i>	<input type="checkbox"/> 9	
<i>Other: Please Specify</i>	<input type="checkbox"/> 10	

**Q77 Taking everything into account and comparing the service provided by CMS against the service you expected to receive, please state which of these statements you agree with?**

<i>The service received by CMS did not meet my expectations</i>	<input type="checkbox"/> 1	<b>Go to Q78</b>
<i>The service received by CMS met my expectations but no more</i>	<input type="checkbox"/> 2	
<i>The service received by CMS exceeded my expectations</i>	<input type="checkbox"/> 3	
<i>I had no expectations</i>	<input type="checkbox"/> 4	
<i>Don't know/Can't remember</i>	<input type="checkbox"/> 5	

**Q78 Overall, in your recent contact with CMS to what extent do you agree/disagree that you were treated fairly?**

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Go to Q79 if answer 4 or 5 Else Go to Q80
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	

**Q79 If you disagreed/strongly disagreed with this statement please advise why this was the case? (Multiple responses permitted).**

<i>CMS did not listen to what I had to say</i>	<input type="checkbox"/> 1	<b>Go to Q80</b>
<i>I had issues with payments (not receiving enough/paying too much)</i>	<input type="checkbox"/> 2	
<i>I disagreed with the child maintenance calculation</i>	<input type="checkbox"/> 3	
<i>I had issues with CMS/CMS staff</i>	<input type="checkbox"/> 4	
<i>I don't get to see the child as often as I would like</i>	<input type="checkbox"/> 5	
<i>I felt that CMS sided with the other party on the case</i>	<input type="checkbox"/> 6	
<i>Other: Please Specify</i>	<input type="checkbox"/> 7	

**Q80 Overall, in your recent contact with CMS to what extent do you agree/disagree that you were treated with politeness and with courtesy?**

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Go to Q81 if answer 4 or 5 Else Go to Q82
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	

**Q81 If you disagreed/strongly disagreed with this statement please advise why this was the case?**

<i>Member of staff was rude</i>	<input type="checkbox"/> 1	<b>Go to Q82</b>
<i>Member of staff did not listen to what I had to say</i>	<input type="checkbox"/> 2	
<i>Member of staff did not show any understanding of my situation</i>	<input type="checkbox"/> 3	
<i>Other: Please specify</i>	<input type="checkbox"/> 4	

**Improving CMS Services (Ask all questions in this section)**

CMS is committed to providing a high standard of service to its customers. For example it aims to open a case within 12 weeks of receiving initial applications. We are keen to find out if you, the customer; feel that CMS's turnaround times for work are reasonable.

**Q82 CMS aim to complete call back requests within 1 day. Do you think this is an acceptable length of time for CMS to do this?**

Yes	<input type="checkbox"/> 1	Go to Q84
No	<input type="checkbox"/> 2	Go to Q83
Don't Know	<input type="checkbox"/> 3	Go to Q83

**Q83 What do you think would be an acceptable number of days for CMS to do this?**

	Go to Q84
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**Q84 CMS aim to carry out an amendment to the child maintenance calculation within 4 weeks of CMS being notified. Do you think this is an acceptable length of time for CMS to do this?**

Yes	<input type="checkbox"/> 1	Go to Q86
No	<input type="checkbox"/> 2	Go to Q85
Don't Know	<input type="checkbox"/> 3	Go to Q85

**Q85 What do you think would be an acceptable number of days for CMS to do this?**

	Go to Q86
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**Q86 How many days after being requested do you think is an acceptable length of time for CMS to send out forms/leaflets?**

	Go to Q87
--	-----------

**Q87 How many weeks do you think is an acceptable length of time for CMS to take to update customers while changes are ongoing?**

	Go to Q88
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**Q88 Which method(s) would best suit you to receive information that might affect you as a Parent with Care/Non Resident Parent? (Multiple responses permitted)**

Internet	<input type="checkbox"/> 1	E-mail	<input type="checkbox"/> 7
Letter	<input type="checkbox"/> 2	Information leaflets	<input type="checkbox"/> 3
Telephone	<input type="checkbox"/> 3	Mobile phone messaging	<input type="checkbox"/> 9
Television/Radio	<input type="checkbox"/> 4	Social Media (for example Facebook)	<input type="checkbox"/> 0
Newspapers	<input type="checkbox"/> 5	Posters	<input type="checkbox"/> 1
Voluntary Sector	<input type="checkbox"/> 6	Self-Service Portal	<input type="checkbox"/> 2

**Q89 Which of the following would you consider important for improving customer service? (READ OUT) (Multiple responses permitted)**

Wider range of face to face services	<input type="checkbox"/> 1	Being able to make applications/change personal details online/via mobile/via tablet	<input type="checkbox"/> 4
Extended opening hours	<input type="checkbox"/> 2	A tracking facility of progression of case	<input type="checkbox"/> 5
Sign posting to other advice/support organisations (i.e. debt advice, contact issues, mediation services, DNA services etc.)	<input type="checkbox"/> 3	Other please specify	<input type="checkbox"/> 6

**Q90 The preferred method of contact for CMS is telephone. In order to improve our services could you please advise of the best time to contact you regarding your child maintenance case? (Multiple responses permitted)**

Weekdays Before 9am	<input type="checkbox"/> 1	Weekdays 5pm – 8pm	<input type="checkbox"/> 4
Weekdays 9am – 12pm	<input type="checkbox"/> 2	Weekend	<input type="checkbox"/> 5
Weekdays 12pm – 5pm	<input type="checkbox"/> 3	Other: Please Specify	<input type="checkbox"/> 6

**Q91 When do you feel CMS should be available for you to telephone to avail of their services?  
(Multiple responses permitted)**

Weekdays Before 9am	<input type="checkbox"/> <sub>1</sub>	Weekdays 5pm – 8pm	<input type="checkbox"/> <sub>4</sub>
Weekdays 9am – 12pm	<input type="checkbox"/> <sub>2</sub>	Weekend	<input type="checkbox"/> <sub>5</sub>
Weekdays 12pm – 5pm	<input type="checkbox"/> <sub>3</sub>	Other: Please Specify_	<input type="checkbox"/> <sub>6</sub>

**Q92 If you have used the CMS services for a period or 1 year or more, please state how you feel the service provided is in comparison to 12 months ago?**

Better	<input type="checkbox"/> <sub>1</sub>
Worse	<input type="checkbox"/> <sub>2</sub>
The same	<input type="checkbox"/> <sub>3</sub>
My case has been opened for less than 1 year	<input type="checkbox"/> <sub>4</sub>

Equality Questions

Finally, the following questions are for Equality purposes. As was the case throughout the survey, the responses which you give to these questions, are completely *confidential*.

The information you provide will help to ensure the effective delivery of all services.

**Q93 What is your Gender?**

<i>Male</i>	<input type="checkbox"/> 1
<i>Female</i>	<input type="checkbox"/> 2
<i>Refused</i>	<input type="checkbox"/> 3

**Q94 What age were you on your last birthday?**

**Q95 What is your current legal marital status?**

<i>Single, that is, never married and never registered in a same-sex civil partnership</i>	<input type="checkbox"/> 1
<i>Married</i>	<input type="checkbox"/> 2
<i>Separated, but still legally married</i>	<input type="checkbox"/> 3
<i>Divorced</i>	<input type="checkbox"/> 4
<i>Widowed</i>	<input type="checkbox"/> 5
<i>In a registered same-sex civil partnership</i>	<input type="checkbox"/> 6
<i>Separated, but still legally in a same-sex civil partnership</i>	<input type="checkbox"/> 7
<i>Formerly in a same-sex civil partnership which is now legally dissolved</i>	<input type="checkbox"/> 8
<i>Surviving partner from a same-sex civil partnership</i>	<input type="checkbox"/> 9
<i>Refused</i>	<input type="checkbox"/> 10

**Q96 What is your ethnic group?**

<i>White</i>	<input type="checkbox"/> <sub>1</sub>	<i>Chinese</i>	<input type="checkbox"/> <sub>10</sub>
<i>Irish Traveller</i>	<input type="checkbox"/> <sub>2</sub>	<i>Any other Asian background: Please specify</i>	<input type="checkbox"/> <sub>11</sub>
<i>White and Black Caribbean</i>	<input type="checkbox"/> <sub>3</sub>	<i>African</i>	<input type="checkbox"/> <sub>12</sub>
<i>White and Black African</i>	<input type="checkbox"/> <sub>4</sub>	<i>Caribbean</i>	<input type="checkbox"/> <sub>13</sub>
<i>White and Asian</i>	<input type="checkbox"/> <sub>5</sub>	<i>Any other Black/African/Caribbean background: Please specify</i>	<input type="checkbox"/> <sub>14</sub>
<i>Any other Mixed/Multiple ethnic background: Please specify</i>	<input type="checkbox"/> <sub>6</sub>	<i>Arab</i>	<input type="checkbox"/> <sub>15</sub>
<i>Indian</i>	<input type="checkbox"/> <sub>7</sub>	<i>Any other ethnic group: please specify</i>	<input type="checkbox"/> <sub>16</sub>
<i>Pakistani</i>	<input type="checkbox"/> <sub>8</sub>	<i>Refused</i>	<input type="checkbox"/> <sub>17</sub>
<i>Bangladeshi</i>	<input type="checkbox"/> <sub>9</sub>		

(If Q96 = 6, 11, 14 or 16)

**Q97 If applicable, please describe other ethnic group**

(Ask all)

**Q98 What is your religion, even if you are not currently practicing?**

<i>No religion</i>	<input type="checkbox"/> <sub>1</sub>	<i>Christian – Other, including not specified</i>	<input type="checkbox"/> <sub>10</sub>
<i>Catholic</i>	<input type="checkbox"/> <sub>2</sub>	<i>Buddhist</i>	<input type="checkbox"/> <sub>11</sub>
<i>Presbyterian</i>	<input type="checkbox"/> <sub>3</sub>	<i>Hindu</i>	<input type="checkbox"/> <sub>12</sub>
<i>Church of Ireland</i>	<input type="checkbox"/> <sub>4</sub>	<i>Jewish</i>	<input type="checkbox"/> <sub>13</sub>
<i>Methodist</i>	<input type="checkbox"/> <sub>5</sub>	<i>Muslim</i>	<input type="checkbox"/> <sub>14</sub>
<i>Baptist</i>	<input type="checkbox"/> <sub>6</sub>	<i>Sikh</i>	<input type="checkbox"/> <sub>15</sub>
<i>Free Presbyterian</i>	<input type="checkbox"/> <sub>7</sub>	<i>Any other religion: Please specify</i>	<input type="checkbox"/> <sub>16</sub>
<i>Brethren</i>	<input type="checkbox"/> <sub>8</sub>	<i>Refused</i>	<input type="checkbox"/> <sub>17</sub>
<i>Protestant – Other, including not specified</i>	<input type="checkbox"/> <sub>9</sub>		

**Q99 Do you have any long-standing illness, disability or infirmity? By 'long-standing' I mean anything that has troubled you over a period of at least 12 months or that is likely to affect you over a period of at least 12 months.**

Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2
<i>Don't Know</i>	<input type="checkbox"/> 3
<i>Refused</i>	<input type="checkbox"/> 4

**Q100 Are there any adults who are living with you who are sick, disabled or elderly whom you look after or give special help to, For example a sick, disabled or elderly relative, wife, husband, partner or friend?**

Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2
<i>Refused</i>	<input type="checkbox"/> 3

**Q101 Which of these best describes how you think of yourself? (READ OUT)**

Heterosexual/Straight	<input type="checkbox"/> 1
Gay/Lesbian	<input type="checkbox"/> 2
Bisexual	<input type="checkbox"/> 3
<i>Other – please specify</i>	<input type="checkbox"/> 4
<i>Spontaneous Don't Know/Refusal</i>	<input type="checkbox"/> 5

*Thank you for taking part in this survey*

# **Annex 3 – Background Quality Report**

## Background

This report has been produced by the Child Maintenance Service (CMS) team within the Analytical Services Unit (ASU) of the Department for Communities (DfC). The role of the team is to undertake research and statistical analysis regarding CMS. The team comprises of three statisticians, independent from CMS, employed by the Northern Ireland Statistics and Research Agency (NISRA) who have subsequently been seconded to DfC. The purpose of this survey was to determine customer satisfaction levels and also to determine parameters which cause satisfaction or dissatisfaction. Responses were collected from both Non-Resident Parents (NRPs) and Parents with Care (PWCs) whose cases are managed on the new CMS2012 scheme, as well as those whose cases are managed on the Legacy schemes (CSCS and CS2).

Individuals who were registered on the CMS database at the end of April 2016 were contacted to participate in the survey. The name and telephone number associated with these individuals were provided to the survey team to enable them to contact them.

## Relevance

This data is of interest to anyone with an interest in child maintenance issues. Results produced using this data will be of primary interest to senior management within the Child Maintenance Service. The results would also be of interest to members of the public, the media, support groups, voluntary organisations and charities.

## Accessibility and Clarity

This report is available online on the date of publication and can be accessed from the DfC website at the following link:

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

This report is issued by DfC ASU. If you have a question or require this document in another format, please contact us by email ([asu@communities-ni.gov.uk](mailto:asu@communities-ni.gov.uk)) or phone (02890829255).

Relevant footnotes are included within each table, graph and chart within the report.

## Accuracy

Individuals who were registered on the CMS database at the end of April 2016 were contacted to participate in the survey. The potential respondents had contact with CMS at some point during the previous 12 month period. This will help to reduce the seasonality effect that can potentially arise in survey data collection, as they may have been in contact with CMS at any point within that period.

In any survey there is a possibility of data input error. This however was limited due to the methodology utilised for the survey fieldwork. The data was collected by the independent survey team recording responses onto Survey Monkey software. This meant that data was immediately recorded electronically. This subsequently fed directly into the database that was used for analysis. No manual data input was therefore required. The questionnaire was uploaded to this online resource by ASU, and the interviewers would ask each question to customers as they appeared on screen. This ensured that the respondents were asked the questions that applied to them, as determined by the filtering logic which was applied to questions on the website. At the conclusion of the fieldwork, ASU analysed any data entries that were determined by Survey Monkey to be “completed”, where the customer had been in contact with CMS within the past 12 months and where the customer stated that they have at least one current CMS case.

At the analysis stage, a further check was applied to ensure that the filtering logic had worked correctly on the website. This was done by exporting the data from the site and importing it into SAS. The filters were then re-applied to the data using SAS.

Other quality assurance checks were also completed, for example checking for missing cells and ensuring that totals added up.

In any survey there is also a possibility of non-response bias. Non-response bias arises if the characteristics of non-respondents differ from those of respondents in such a way that they are reflected in the responses given in the survey.

Accurate estimates of non-response bias can be obtained by comparing characteristics of the achieved sample with the distribution of the same characteristics in the population at the time of sampling.



### Timeliness

The fieldwork was spread out over a ten week period. Contact numbers were forwarded to the independent survey team in July 2016. The fieldwork was carried out from the 25<sup>th</sup> July 2016 until the 1<sup>st</sup> October 2016.

The survey team used Survey Monkey software to record the answers to the survey. The data was therefore immediately available to ASU. It was downloaded from the software and analysed via SAS to enable statistical analysis to be conducted. The report was published on the 23<sup>rd</sup> March 2017, 6 months after collection ceased.

### Coherence and Comparability

The 2016 Customer Satisfaction survey questionnaire was a modified version of the questionnaire used in the last Customer Satisfaction survey (in 2014). The questions asked in the Customer Satisfaction survey were developed by ASU in conjunction with CMS. Like the 2014 survey, respondents were derived from CMS databases. There should therefore be comparability when it comes to some of the results recorded in the report, subject to a number of caveats.