

Child Maintenance Service

Survey of the Northern Ireland Child Maintenance Population

FINAL REPORT
June 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 October to December 2016.

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Executive Summary

Background

Article 130 of the Welfare Reform (NI) Order 2015 outlines the requirement for the Child Maintenance Service (CMS) to carry out a review on the impact of charging on NI CMS clients within 30 months of the introduction of fees. As part of this review CMS commissioned a survey of the child maintenance population in Northern Ireland to establish the level of knowledge regarding the services CMS provides and to understand the factors that impact individual and family decisions with regard to child maintenance arrangements. The survey fieldwork was conducted from October to December 2016. This report summarises the results of the survey.

Who was surveyed?

The person/parent who has legal responsibility of the child and who Child Benefit is paid to, is known as the parent with care (PWC) on the CMS system. Throughout this report the parent who has legal responsibility of the child (regardless of the type of arrangement they have) is termed as the PWC. The person/parent who does not normally live with the child and who does not receive Child Benefit will be termed as the non-resident parent (NRP), regardless of the type of arrangement. In this survey only the PWC was contacted. Child maintenance is paid to the PWC and CMS wanted to know how this contributed towards the raising of a child. Consequently, NRPs were not contacted in this survey because they do not receive child maintenance. NRPs' views and attitudes were however collected in the CMS Customer Satisfaction Survey 2016 and CMS Choices Survey 2016, and will be included in a follow-up report to cover the 30 month review. The 30 month review report will look at levels of private arrangements, Choices performance and the impacts and progress of case closure as well as the CMS2012 system and charging.

Methodology

The survey was aimed at those PWCs with a child maintenance interest (i.e. those with a child under 16 years old, or under 20 years old and in full time education, who have another parent who does not reside in their household) regardless of their arrangement type. Respondents included those PWCs who had:

- A statutory maintenance arrangement in place
- A non-statutory arrangement in place (i.e. either a private arrangement or a court arrangement) or no arrangement.

Respondents who had more than one eligible child were asked to respond to the survey with only the child who would have the next birthday in mind.

A random sample of 3,000 PWCs with a statutory arrangement was selected from the most recent CMS data scans that were available for analysis prior to the commencement of the fieldwork (July 2016). From this sample 449 interviews were completed. The target was 400 completed interviews by statutory scheme customers.

In order to identify PWCs who had a child maintenance interest but who did not have a statutory case, a random sample of 6,200 individuals was selected using the HMRC Child Benefit data scan extracted at July 2016. This sample was cross checked against the sample for statutory scheme customers in order to remove duplicate records. Using this sample a total of 407 interviews was completed. The target was 400 completed interviews by non-statutory scheme customers.

In summary, a total of 856 interviews were completed. The breakdown of respondents by maintenance arrangement and data source was as follows:

Table 1: Profile of maintenance arrangement types by data source[∞]

		Data source for sample selection				TOTAL	
		Statutory child maintenance database		Child Benefit database			
		Freq	%	Freq	%	Freq	%
SIZE OF SAMPLING POOL		3,000		6,200		9,200	
TOTAL COMPLETED INTERVIEWS		449		407		856	
Number of completed interviews by type of arrangement	Statutory	319	71.0%	38	9.3%	357	41.7%
	Court order	25	5.6%	16	7.3%	41	4.8%
	Private	87	19.4%	148	36.4%	235	27.5%
	No arrangement	68	15.1%	219	53.8%	287	33.5%

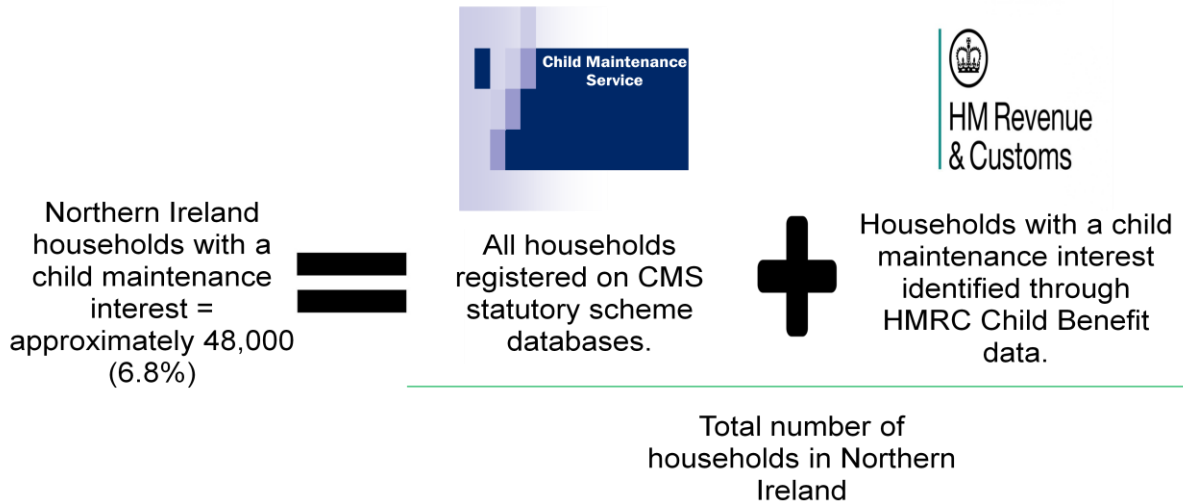
[∞]Multiple responses permitted so percentages may not sum to 100.0%

Top Line Survey Findings

Proportion of the Population in NI estimated to have a Child Maintenance Interest

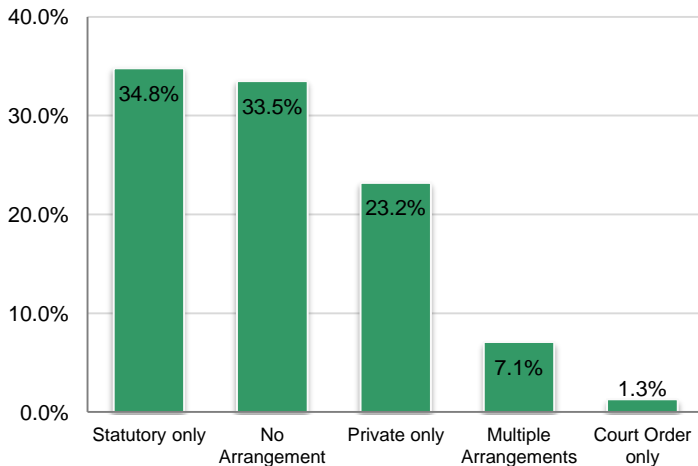
At July 2016 (the month within which the sampling pool was selected from the relevant databases) it is estimated that there were approximately 48,000 households in Northern Ireland with a child maintenance interest. This is equivalent to approximately 6.8% of Northern Ireland households. This estimate was produced as outlined in Figure 1 below.

Figure 1: Number of households with a child maintenance interest



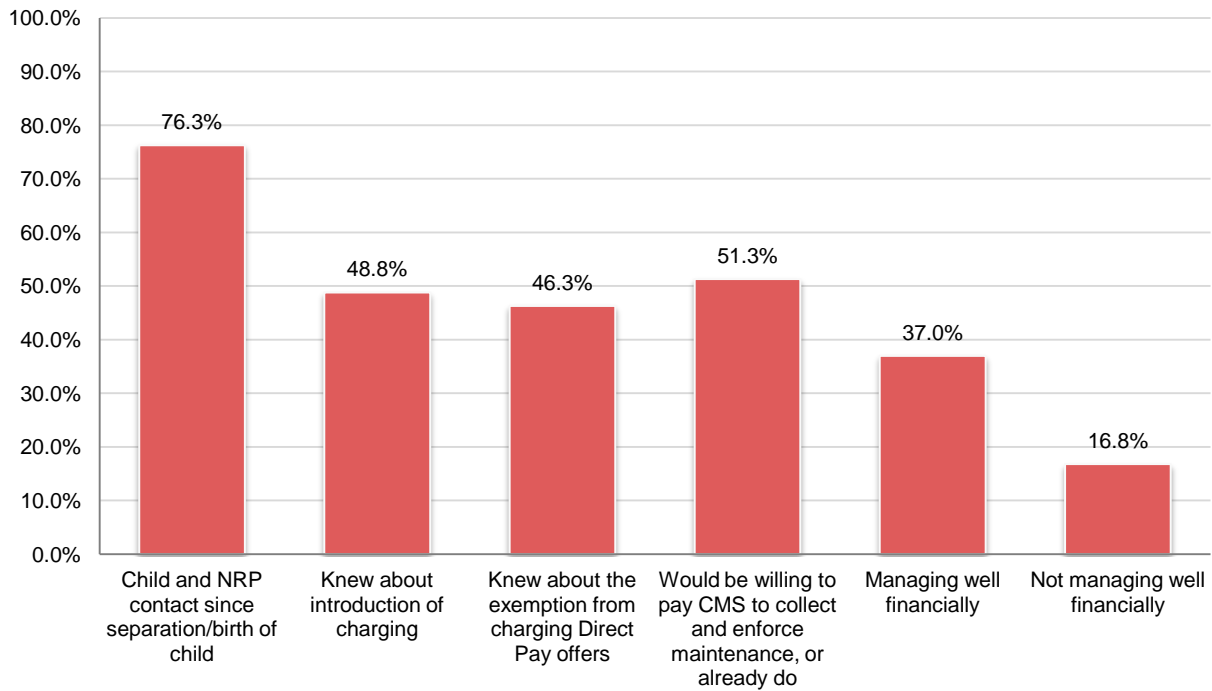
Key Findings reported by all parents with care (total sample)

Figure 2: Profile of combinations of maintenance arrangements



A statutory only arrangement was the arrangement type reported by more than 3 in 10 PWCs (34.8%). A similar proportion of respondents had no arrangement in place at all (33.5%). More than 2 in 10 (23.2%) had a private only arrangement in place. In addition to this, less than one in ten respondents (7.1%) had multiple arrangements in place (Figure 2).

Figure 3: Summary of key findings[^]



[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Figure 3 shows over three quarters of PWCs reported that their child had contact with the NRP since separation, or where they were never a couple, since the child's birth (76.3%).

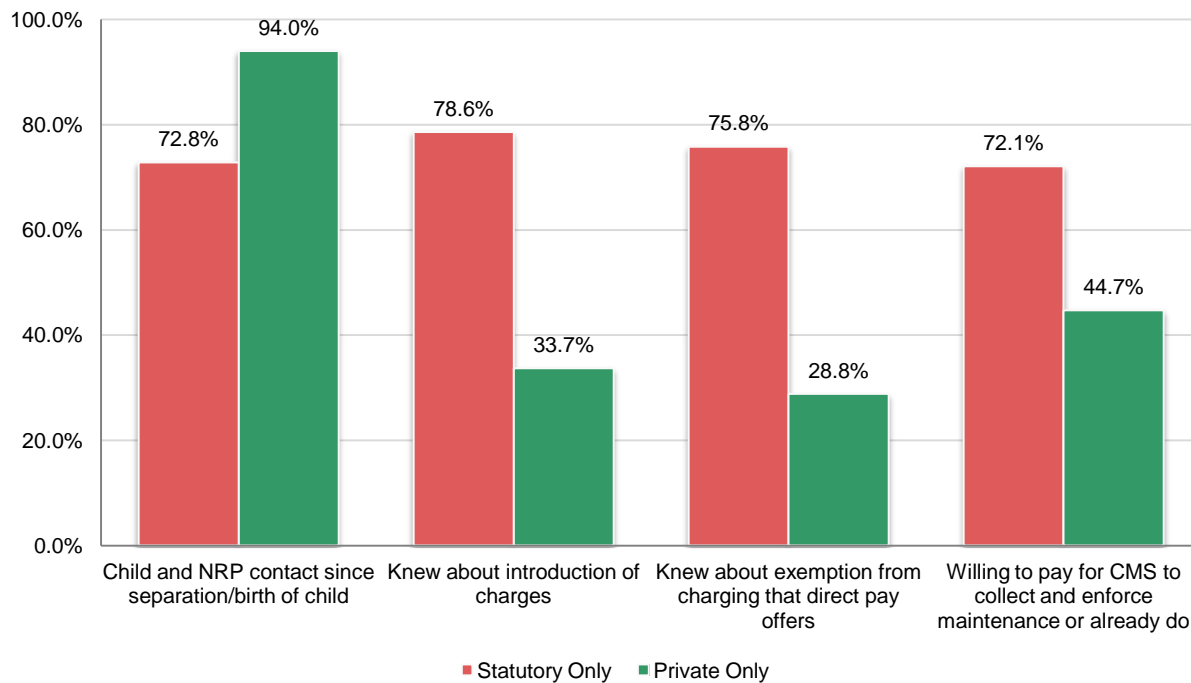
Just under half of PWCs knew about the introduction of charges for statutory child maintenance cases (48.8%) and a similar proportion knew about the exemption from charging that direct pay offers (46.3%). Over half of respondents would either be willing to pay CMS to collect and enforce maintenance, or already do (51.3%).

When PWCs were asked how well their household was managing financially, more than one third (37.0%) reported they were managing well. By contrast 16.8% reported that they were not managing well. The remaining 46.2% suggested that they were managing neither well nor unwell, or that they did not know.

Summary of comparisons for statutory only and private only arrangements

Figure 4 details the differing views reported by respondents who had only a statutory arrangement and those who had only a private arrangement in place.

Figure 4: Summary of comparisons for statutory only and private only arrangements[^]



[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

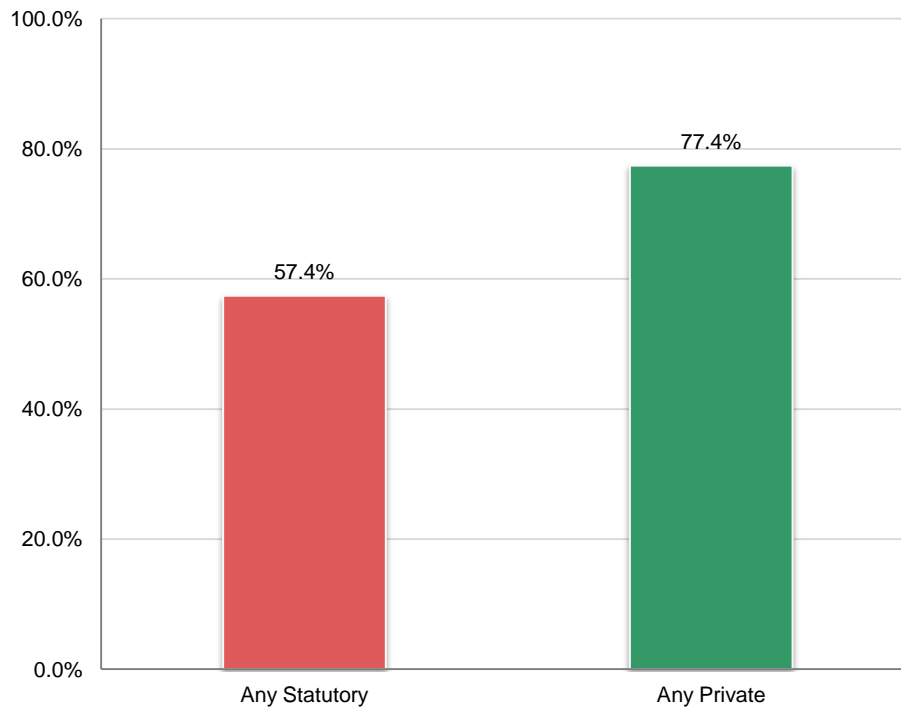
Contact between the child and NRP since separation, or where never a couple, since child's birth was higher amongst PWCs with only a private arrangement (94.0%) compared to those with only a statutory arrangement (72.8%).

As expected, PWCs with only a statutory arrangement had more knowledge of the introduction of charges (statutory – 78.6%; private – 33.7%) and of the exemption from charging that direct pay offers (statutory – 75.8%; private – 28.8%).

A higher proportion of PWCs with only a statutory arrangement were willing to pay or already did pay for CMS to collect and enforce maintenance compared with PWCs who have only a private arrangement (statutory – 72.1%; private – 44.7%).

Figure 5 compares the responses given by both those with a statutory or a private arrangement (including those with multiple arrangements) who advised their arrangement was working well or very well.

Figure 5: Statutory and private arrangement respondents who advised their arrangement was working well or very well[^]



[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Just fewer than 8 in 10 PWCs (77.4%) with a private arrangement advised their arrangement was working well or very well. However, this was lower for PWCs with a statutory arrangement with less than 6 in 10 PWCs (57.4%) feeling this way.

Comparison of 2016 and 2014 survey results for all PWCs (total sample)

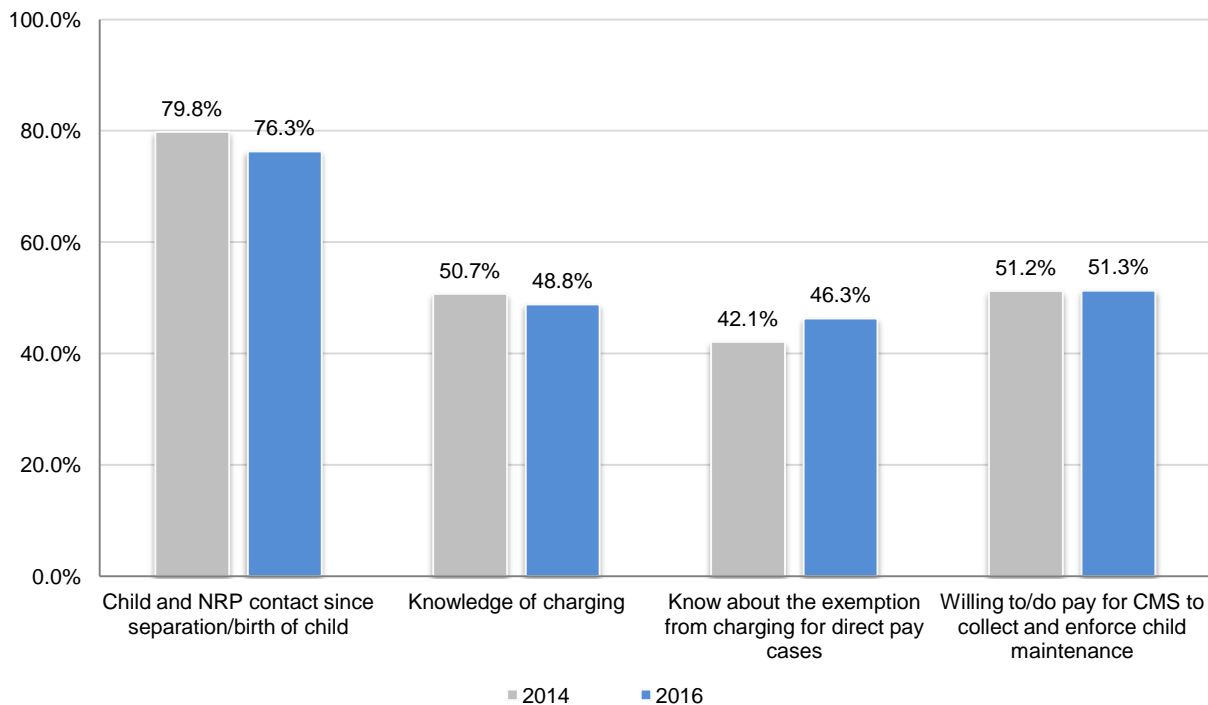
Figure 6 shows almost 8 in 10 PWCs (79.8%) in the 2014 survey advised that their child had contact with the NRP since separation, or where never a couple, since birth. A lower proportion reported this in 2016, with 76.3% having contact.

Knowledge of charging was slightly lower among respondents in the 2016 Population survey with 48.8% being aware of the introduction of charging. In 2014 the equivalent figure was 50.7%.

There was an increase in the proportion who knew that direct pay cases are exempt from charging with 46.3% being aware of this in 2016 as opposed to 42.1% in 2014.

A similar percentage of respondents in both surveys stated that they either were paying or would be willing to pay for CMS to collect and enforce child maintenance (51.2% in the 2014 survey and 51.3% in the 2016 survey).

Figure 6: Comparisons between 2014 and 2016 Population survey results[^]

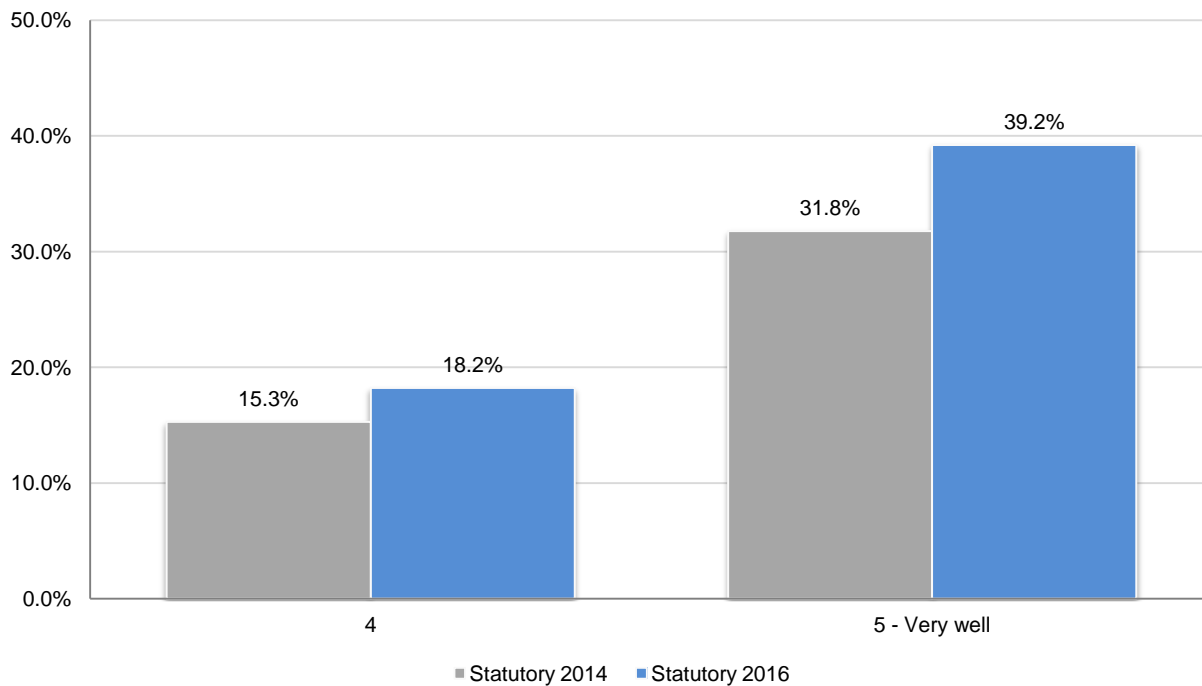


[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Comparisons between statutory respondents in the 2014 and 2016 Population Survey reports

Respondents with statutory arrangements from the 2014 and 2016 Population surveys were asked a question on how well their arrangement is currently working for them on a scale of 1 – 5 where 5 is working very well and 1 is not at all well.

Figure 7: Comparisons between statutory respondents in the 2014 and 2016 Population surveys for those who said their arrangement was working well or very well (4 or 5)[^]



[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

As can be seen from Figure 7 the proportion of respondents who agreed their arrangement was currently working well or very well was significantly higher in 2016 (57.4%) than 2014 (47.0%).

Potentially contradictory responses given by those registered on the CMS statutory systems – rationale

Of the respondents selected from CMS administrative data, over 7 in 10 indicated that they had a statutory arrangement in place (71.0%). Less than 2 in 10 (19.4%) had a private arrangement and 15.1% had no arrangement. There are a number of factors which may help to explain these proportions;

- Respondents with a Direct Pay case may consider this to be a private arrangement as payments are made directly between NRP and PWC outside the CMS collect and pay service;
- Respondents with more than 1 child could potentially have a CMS case for one and a non-statutory arrangement for the other. As the respondents were asked to speak about the child with the next birthday, they may have answered the survey about the child involved in the non-statutory arrangement;
- Customers with a CMS case who have not received a payment recently may consider that they no longer have a case even if it remains open on the CMS system.
- Some statutory scheme customers may have given information which contradicts that held on the CMS administrative data systems. Given that the main purpose of the survey is to collect information on PWCs' views and attitudes for specific circumstances, we have to assume that the information given by PWCs is accurate.

Introduction

The role of CMS is to set up child maintenance arrangements between parents who cannot agree to a family-based arrangement.

CMS commissioned the Department for Communities' (DfC) Analytical Services Unit (ASU) to conduct a survey of the child maintenance population in 2016. Previous surveys of the child maintenance population have been conducted by ASU in 2012 and 2014.

Aim and Objectives

The aim of the 2016 Population Survey was to understand the factors that impact individual and family decisions with regard to child maintenance arrangements. CMS was also interested in establishing the level of knowledge amongst PWCs as to the services CMS provides. In addition, Article 130 of the Welfare Reform (NI) Order 2015 outlined a requirement for CMS to carry out a review on the impact of charging on NI CMS clients within 30 months of the introduction of fees.

Methodology

Questionnaire

A questionnaire was developed by ASU in conjunction with CMS. The questionnaire was a modified version of the questionnaire used for the 2014 Population Survey.

The most significant change to the questionnaire related to private arrangements. Previously they were broken down into private regular, private occasional, one-off settlement, lump sum payment, private financial other and private non-financial arrangements.

In this survey, respondents were only asked about private arrangements overall.

CMS were also keen to know if people classified as having no arrangement received some other help. A question was therefore added to establish this. Previously these respondents would have been classified as having a private arrangement of some kind.

Sample

In order to meet the aims and objectives of the survey, a sample of 800 completed interviews with the PWCs with a child maintenance interest was required. The target number of completed interviews per sub-group was as follows:

- 400 PWCs with a statutory maintenance interest
- 400 PWCs with a non-statutory maintenance interest

PWCs with a statutory maintenance interest

A sample of 3,000 live statutory cases was taken from the CMS administrative database and was used to identify PWCs who have a current statutory case – either a Direct Pay case (where the maintenance amount is calculated by CMS but payments are made privately between the parents) or a Collect and Pay case (where the maintenance amount is calculated by CMS, collected from the NRP by CMS and then paid to the PWC).

The sample excluded the following cases where the PWC was considered ineligible to participate in the survey or was not able to be contacted to take part in the survey:

- Closed cases
- Cases which had no qualifying children
- Cancelled/withdrawn cases with no debt
- Cases with a sensitive or potentially violent flag
- Cases where the NRP, PWC or Qualifying Child is deceased
- Cases where the PWC had a missing national insurance number
- Cases where there is not a valid address for the PWC (no address or postcode, or a non-Northern Ireland postcode)
- Cases where there was no telephone information for the PWC
- Cases where the PWC had been surveyed in the 2016 CMS Customer Satisfaction Survey or 2016 CMS Choices Survey.

PWCs with a non-statutory maintenance interest

A sample of 6,200 cases was drawn from Northern Ireland HMRC Child Benefit data scans. This sample was used to identify parents with care (PWCs) who have a child maintenance interest who do not have statutory arrangements established via CMS. Parents who fall into this category could have a court order, a private maintenance arrangement or no maintenance arrangement in place. A legal data sharing agreement was established between CMS and HMRC before any personal records were accessed.

The sample excluded the following cases where the PWC was considered ineligible to participate in the survey or where the PWC was already included in the sample of statutory cases:

- Claimants who had no national insurance number information
- Claimants who did not have any children recorded on their file
- Claimants who also had a statutory case
- Claimants who had been surveyed in the 2016 CMS Customer Satisfaction Survey or 2016 CMS Choices Survey.

Identification of those with a non statutory child maintenance interest

A larger sample was selected for this subgroup as it was not possible to accurately determine in advance if the household would have a child maintenance interest. A sift was subsequently used to help identify those who may fall into this category. Records were retained if the Child Benefit customers selected had ever been recorded as a lone parent or if they and one or more of their children had a different surname (the assumption was made that the majority of children would share the same surname as their other parent. If the other parent had a different surname than the PWC this could indicate a significant change had occurred within their relationship since the child was born).

Survey Opt-Outs

All potential respondents identified within both the samples were sent an advance letter prior to the commencement of the main telephone survey. This letter explained the background to the survey and the selection process used, and indicated that an interviewer may contact them by telephone and ask them to participate within the survey. The letter also provided details as to who the recipient could contact if they wished to opt out of the survey or if they required further details about the survey itself.

Timescales and Response Rate

All survey interviews were conducted by telephone using CATI (Computer Assisted Telephone Interviewing) with results recorded onto Survey Monkey software. Personal contact details for those selected within the sample and who did not choose to opt-out, were provided to a panel of interviewers who carried out the fieldwork for the telephone survey between 5th October and 4th December 2016.

Eligibility to complete the survey

In order to establish whether respondents were eligible to complete the survey, they were asked to state how many dependent children they are legally responsible for in their household, and how many of these children have another parent living somewhere else. If the respondent gave an answer greater than 0 for both of these questions they were deemed eligible to complete the survey.

Response rate

Table 2 shows the number and percentage of the CMS and Child Benefit samples that completed the survey.

Table 2: Response rate

	Overall		CMS Data		Child Benefit Data	
	Freq	%	Freq	%	Freq	%
Completed interviews	856	9.3%	449	15.0%	407	6.6%
Sample Size	9,200		3,000		6,200	

Of the 3,000 PWCs who were sampled from the statutory database, 449 (15.0%) completed the survey. There were 407 interviews completed from the 6,200 who were sampled from the Child Benefit database. This accounts for 6.6% of the sample.

In total, less than one in ten from the original sample completed the survey (9.3%).

Sampling errors and confidence limits

Any sample is unlikely to reflect precisely the characteristics of the population from which it is drawn because of both sampling and non-sampling errors. An estimate of the amount of error due to the sampling process can be calculated. For a simple random sample design, in which every member of the sampled population has an equal and independent chance of inclusion in the sample, the sampling error (s.e.) of any percentage, p , can be calculated by the formula:

$$\text{s.e.}(p) = \sqrt{p*(100-p)/n}$$

Where n is the number of respondents on which the percentage is based.

A confidence interval for the population percentage can be calculated by the formula:

$$\text{95\% confidence interval} = p \pm (1.96 * \text{s.e.}(p))$$

Table 3 provides example sampling errors and confidence limits for a range of questions in the survey. In general, the sampling errors and confidence limits for questions asked of all PWCs are lower than those for questions asked of a sub-sample. Table 3 can be used to indicate the nature of the sampling errors and confidence limits for the survey.

Table 3: Example sampling errors and confidence limits^{β^}

	% (p)	Standard Error (p) %	95% Confidence Interval +/-
n= 856 Percentage of PWCs with a statutory arrangement (Figure 8)	34.8	1.6	3.2
n= 856 Percentage of PWCs with a private arrangement (Figure 8)	23.2	1.4	2.8
n= 856 Percentage of PWCs with no arrangement (Figure 8)	33.5	1.6	3.2
n= 856 Percentage of PWCs with multiple arrangements (Figure 8)	7.1	0.9	1.7
n= 856 Percentage of PWCs with court order (Figure 8)	1.3	0.4	0.8
n = 274 No arrangement in place because PWC prefers not to receive maintenance from NRP (Table 14)	23.0	2.5	5.0

β Please note the above table shows unique arrangements as indicated by respondents. The category multiple arrangements is used where a PWC indicated they had more than one type of maintenance arrangement in place for the specified child.

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

The following example demonstrates how the sample survey findings can be applied to those in the NI population with a child maintenance interest. For example, the survey showed that for PWCs with no arrangement, 23.0% stated that a reason for no arrangement being in place was that they preferred not to receive maintenance from the NRP (Table 14). Using a standard error of 2.5 and a 95% confidence interval of 5.0, we can therefore say that we are 95% sure that the true value for the overall NI population would be between 18.0% (23.0%-5.0) and 28.0% (23.0%+5.0).

Categories in the survey

The main categories in the survey refer to the types of arrangement – statutory arrangement, court order, private arrangement, multiple arrangements and no arrangement.

Statutory arrangement – Either the NRP or PWC has applied to CMS to process their case and to calculate the amount which should be paid. The statutory service can collect and enforce payments on behalf of parents. This includes those with a case on legacy schemes and/or the CMS2012 scheme.

Court order – An order has been issued from the court for the NRP to pay maintenance.

Private arrangement – The PWC and the NRP have a maintenance arrangement in place that has been set up between themselves. This type of arrangement can also be called a family based arrangement.

Multiple arrangements – The PWC and NRP have a number of different arrangements in place at the same time i.e. statutory and court arrangements; statutory and private arrangements; court and private arrangements; or statutory, court and private arrangements.

No arrangement – No child maintenance arrangement currently in place.

For a number of large tables and figures, abbreviations for the above categories have been used in order to report maximum information on one table.

Notes

A number of analyses are carried out based on arrangement type. In most instances this will be presented using unique arrangements i.e. statutory only, private only, court only, multiple arrangements and no arrangements. This means that each individual is only included in one group. In a small number of tables however reporting using these categories was not appropriate and therefore some tables have been presented using non-unique arrangements i.e. statutory, court, private and no arrangement. In these tables an individual can be included under more than one arrangement type, as they have multiple arrangements in place. Where this is the case, it will be clearly indicated at the beginning of the section.

Combined analyses were conducted on raw data and then reported as percentages. For example, the number of respondents who said either 'very likely' or 'likely' to a given statement are added together and divided by the sample size to calculate the percentage for a combined analysis, reported as 'likely'.

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 PWCs, the findings are not reported as percentages.

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

Where a respondent provided conflicting responses to the same question such as 'None' and then another response, the responses were removed from the sample for that question as both answers could not be valid and there was no way to determine which answer they actually gave.

Analysis is presented in accordance with the published DfC policy on statistical disclosure control (<https://www.communities-ni.gov.uk/publications/analytical-services-confidentiality-statement>). As a result, cells with less than 5 responses have been suppressed (denoted by *). Additional cells with 5 or more responses are also suppressed where knowledge of their value could identify other small value cells (denoted by #).

Abbreviations and definitions

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

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 CMS 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.

Choices – Child Maintenance Choices provides free impartial information and support to help customers decide on the best child maintenance arrangement for them and their families in a confidential manner. Choices helps:-

- The parent who has responsibility for the main day-to-day care of a child.
- The parent who does not have the main responsibility for the core day-to-day care of the child.
- Guardians, relatives and anyone else with an interest in child maintenance issues.

CMS2012 Scheme – This is a computer system and legislation that was initially introduced on the 10th December 2012 for a small number of new applications, and was later rolled out for all new applications from the 25th November 2013.

Collect and Pay (CMS2012) / Collection Service (Legacy) – The maintenance amount is calculated by CMS. This amount is collected from the non resident parent (paying parent for CMS2012) by CMS and then paid out to the parent with care (receiving parent for CMS2012).

Consent order/Court order - is an official ruling made by a court, whereby both parents agree how much child maintenance is going to be paid and how often. This is made into a legally binding contract through the courts and can be done privately between both parents or through a solicitor.

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

Direct Pay (CMS2012) / Maintenance Direct (Legacy) - 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). Throughout this report, the term 'Direct Pay' has been used to represent both Direct Pay and Maintenance Direct.

Family based arrangement (FBA) or Private arrangement – A family based/private arrangement is a child maintenance arrangement that parents have agreed between themselves. This means that the child maintenance is exchanged outside of the statutory Child Maintenance Service.

Legacy Schemes - Cases opened prior to 3rd March 2003 were entered onto CSCS (computer system). Cases opened from 3rd March 2003 to 24th November 2013 (not including those now on the new system, CMS2012) were entered onto CS2. These systems have different legislation for working out the child maintenance figure.

NI – Northern Ireland

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

No Arrangement – There is no child maintenance arrangement currently in place.

NRP – Non resident parent: The term non resident parent refers to an individual on a legacy scheme, who has a legal responsibility to provide financial care for a child (in this survey the NRP is not resident in the family home). This parent is not necessarily the biological parent and could be an adoptive parent who has taken over responsibility for the child. On the CMS2012 scheme, NRPs are referred to as 'paying parents'. Throughout this report the parent who is not normally resident in the family home (regardless of the type of arrangement they have) is termed as the NRP.

PWC – Parent with care: The term parent with care refers to an individual on a legacy scheme, who has responsibility for the majority of day to day care of a child. Child Benefit will also be in payment to this individual. However, they may not be the biological parent of the child e.g. a grandparent. On the CMS2012 scheme, PWCs are referred to as ‘receiving parents’. Throughout the report the parent who has legal responsibility of the child (regardless of the type of arrangement they have) is termed as the PWC.

Separation - *A couple prior to separation*: Two people who may have been married; unmarried and living together; or unmarried and not living together prior to the separation.

Statutory Arrangement – The NRP or PWC can apply to CMS to process their case and to calculate the amount which should be paid. The statutory service can collect and enforce payments on behalf of parents.

Section 1: Main Findings

1.0 Arrangement types

Where relevant, information was collected for each arrangement type. Table 4 shows the number and percentage of PWCs with each arrangement type in place, and a breakdown of the year that the arrangements were set up.

Table 4: Profile of maintenance arrangement types by year arrangement set up^{∞π}

	Overall		Before 2002	2002-2006	2007-2011	2012-2016
	Freq	%**	Freq	Freq	Freq	Freq
Statutory	357	41.7%	16	25	74	234
Court order	41	4.8%	*	*	11	27
Private	235	27.5%	7	31	39	154
No arrangement^x	287	33.5%	-	-	-	-
Sample Size	856		-	-	-	-

[∞]Multiple responses permitted so percentages may not sum to 100.0%

^π Rows may not sum as some respondents did not say when their arrangement was set up

^x 'No arrangement' cannot be broken down by year

Statutory arrangement was the most frequently reported arrangement type by PWCs (41.7%).

Over three in ten respondents had no arrangement in place at all (33.5%), while less than three in ten respondents had a private arrangement in place (27.5%).

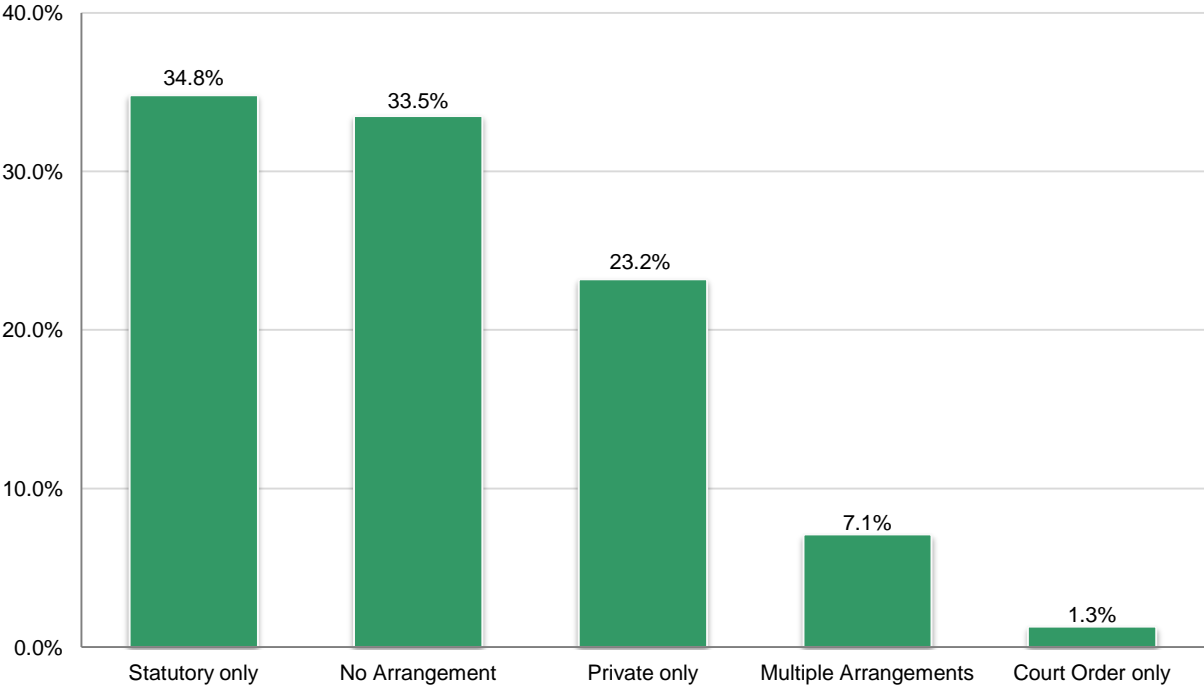
Only 4.8% of respondents had a court order.

For each current arrangement type, PWCs were asked when this arrangement was first established.

Looking at data in 5 year groupings, there is an increase in the number of arrangements set up over time, resulting in the largest amount for each arrangement type being set up in the last 5 years. Please note that this may be due to PWCs who had a child maintenance interest some time ago no longer having an interest due to a change in circumstances. An example of this would be where their child is no longer of qualifying age.

Another method of profiling the arrangement types held by PWCs is to examine the combination of arrangements that they have in place for their child. This is presented in Figure 8 below.

Figure 8: Profile of combinations of maintenance arrangements



Similar proportions of respondents had only a statutory arrangement (34.8%) and no arrangement (33.5%). More than 2 in 10 had only a private arrangement (23.2%).

Less than one in ten PWCs had multiple arrangements in place (7.1%).

1.1 Statutory Arrangements

Those individuals with a statutory arrangement (including those with multiple arrangements) in place were asked a series of questions regarding this arrangement.

All statutory respondents were asked if there is currently a schedule in place for them to receive child maintenance through CMS.

Table 5: Is there a schedule in place to receive child maintenance?

	Freq	%
Yes	315	88.2%
No	42	11.8%
Sample size	357	

The majority (88.2%) of respondents with statutory arrangements indicated that they do currently have a schedule in place to receive child maintenance through CMS (Table 5).

Those who did not have a schedule in place were asked why this was the case.

Table 6: Why is there no schedule in place to receive child maintenance?

	Freq
NRP cannot be traced	6
Set up a private arrangement	5
NRP has been assessed to pay nil	*
System issues/problems	*
Other	10
Don't know	15
Sample size[‡]	42

[‡] Caution small numbers

Table 6 shows the most common reason given was that the respondent did not know why there was no schedule in place to receive maintenance (n=15).

Respondents with statutory arrangements (including those with multiple arrangements) in place were asked how the child maintenance that is arranged through CMS is meant to be paid to them.

Table 7: How is statutory child maintenance paid to PWC?^

	Freq	%
The Child Maintenance Service collects the money from NRP and then transfers this to me	234	65.9%
NRP pays directly to me, for example by bank transfer or cash	113	31.8%
Don't know	8	2.3%
Sample size	355	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Almost two thirds (65.9%) of respondents with statutory arrangements stated that CMS collects the money from the NRP and then transfers it to them (Collect and Pay). However, just under one third of respondents (31.8%) had a Direct Pay case with CMS where CMS calculates the maintenance amount but payments are made between the NRP and PWC directly (Table 7).

The effectiveness of each service type (Collect and Pay and Direct Pay) was then further investigated by looking at how much maintenance was usually received. Individuals who established their arrangement recently; whose first payment wasn't due yet; or who have no current collection schedule are excluded. This is because they would be unable to comment accurately on the success of the schedule.

Some respondents did not specify or did not know if they were Collect and Pay or Direct Pay and therefore the figures from these groups summed together does not equal the total number of statutory respondents.

Table 8: Amount of maintenance usually received for Collect and Pay and Direct Pay respondents^

	Statutory		Collect and Pay		Direct Pay	
	Freq	%	Freq	%	Freq	%
All of it	211	67.2%	126	59.7%	82	83.7%
Part of it	65	20.7%	53	25.1%	#	#
None of it	38	12.1%	32	15.2%	*	*
Sample Size	314		211		98	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Over 8 in 10 PWCs (83.7%) usually receive all their maintenance using Direct Pay whereas almost 6 in 10 (59.7%) PWCs usually receive all their maintenance when using Collect and Pay (Table 8).

The views of PWCs with statutory arrangements regarding how well their arrangement is working was also profiled by Direct Pay and Collect and Pay service types.

Some respondents did not specify or did not know if they were Collect and Pay or Direct Pay and therefore the figures from these groups summed together does not equal the total number of statutory respondents.

Table 9: PWCs' views of how well current arrangement is working for Collect and Pay and Direct Pay respondents[^]

	Statutory		Collect and Pay		Direct Pay	
	Freq	%	Freq	%	Freq	%
1 - Not at all well	78	21.8%	64	27.4%	8	7.1%
2	25	7.0%	18	7.7%	7	6.2%
3	#	#	#	#	#	#
4	65	18.2%	45	19.2%	18	15.9%
5 - Very well	140	39.2%	71	30.3%	69	61.1%
Don't know	*	*	*	*	*	*
Sample size	357		234		113	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Less than half of PWCs (49.6%) using the Collect and Pay service within the statutory service felt their arrangement was working well or very well (rated 4 or 5). A higher proportion (77.0%) of PWCs using the Direct Pay service felt this way about their arrangement (Table 9).

1.2 Private arrangements

PWCs that had a private arrangement were asked what their reason was for coming to this arrangement and not using the Child Maintenance Service. Those respondents who had a statutory arrangement as well as a private arrangement were not included in the analysis.

Table 10: Reasons for coming to a private arrangement[^]

	Freq	%[∞]
I have a good relationship with the NRP and this was the best outcome for all involved	136	68.0%
Charges for the statutory scheme were off-putting	18	9.0%
I did not wish to involve CMS due to past issues	14	7.0%
Easier to come to this arrangement	10	5.0%
The NRP decided to have this arrangement	10	5.0%
Choices/NI Direct provided me with all the relevant information and this was the best arrangement	*	*
Other	13	6.5%
Don't know	6	3.0%
Sample size	200	

[∞]Multiple responses permitted so percentages may not sum to 100.0%

[^]'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

The most common reason given for setting up one of these arrangements, rather than setting up a CMS arrangement was that the PWC had a good relationship with the NRP and it was felt by the PWC to be the best outcome for all involved (68.0%) (Table 10).

1.3 Amount received from arrangements

All PWCs were asked how much they normally receive from any arrangements they have. There are a number of respondents who have multiple arrangements. These respondents were asked about each arrangement type they have in place and therefore will be included under more than one arrangement type.

Table 11 details the amount of maintenance that PWCs with arrangements usually receive. Individuals who established their arrangement recently; whose first payment wasn't due yet; or who have a statutory arrangement with no current collection schedule are excluded. This is because they would be unable to comment accurately on the success of the schedule.

Table 11: Amount of maintenance usually received[^]

	Statutory		Court order [‡]	Private	
	Freq	%	Freq	Freq	%
All of it	211	67.2%	24	189	81.8%
Part of it	65	20.7%	7	31	13.4%
None of it	38	12.1%	10	11	4.8%
Sample Size	314		41	231	

[‡] Caution small numbers

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

The majority of PWCs with an arrangement in place usually receive the full amount of maintenance. However there is a substantial difference between the proportion who reported this for statutory arrangements (67.2%) and private arrangements (81.8%).

1.4 How well arrangement is working for PWC

PWCs were asked to rate on a scale of 1-5 (where 1 is not at all well and 5 is very well), how well their child maintenance arrangement is working. This question was asked for every arrangement type. There are a number of respondents who have multiple arrangements. These respondents were asked about each arrangement type they have in place and therefore will be included under more than one arrangement type.

Table 12: PWCs' views of how well current arrangement is working[^]

	Statutory		Private		No arrangement	
	Freq	%	Freq	%	Freq	%
1 - Not at all well	78	21.8%	13	5.6%	76	27.3%
2	25	7.0%	10	4.3%	16	5.8%
3	#	#	#	#	64	23.0%
4	65	18.2%	40	17.1%	48	17.3%
5 - Very well	140	39.2%	141	60.3%	64	23.0%
Don't know	*	*	*	*	10	3.6%
Sample size	357		234		278	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Table 12 shows that almost eight in ten (77.4%) PWCs with a private arrangement said that the arrangement was working well (rated 4-5). In contrast, less than six in ten PWCs with a statutory arrangement (57.4%) and over four in ten PWCs with no arrangement at all (40.3%) consider their arrangement to be working well.

A similar proportion of PWCs consider their arrangement to not be working well (rated 1-2) whether they have a statutory arrangement (28.9%) or no arrangement at all (33.1%). Less than one in ten PWCs with a private arrangement (9.8%) considered it to not be working well.

1.5 No child maintenance arrangements

A total of 287 respondents (33.5% of the sample) reported that they did not have any arrangement in place. They were asked for the reasons as to why they were not currently receiving any maintenance. The majority (n=274) of these PWCs responded to this question.

Table 13: Reasons for not currently receiving any child maintenance[^]

	Freq	% [∞]
I prefer not to receive child maintenance	63	23.0%
NRP cannot afford to pay any maintenance	50	18.2%
NRP said he/she would not pay/refused to pay maintenance	46	16.8%
Don't know where NRP is	29	10.6%
Receiving maintenance would cause friction	15	5.5%
Waiting for an arrangement to be made from court/CMS/other organisation	13	4.7%
NRP is living abroad	11	4.0%
No contact with NRP	9	3.3%
Other	35	12.8%
Don't know	18	6.6%
Sample size	274	

[∞]Multiple responses permitted so percentages may not sum to 100.0%

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

The most common reasons given by PWCs within this sub-group for not receiving child maintenance were that the PWC preferred not to receive maintenance (23.0%), that the NRP cannot afford to pay maintenance (18.2%), and that the NRP said they would not pay (16.8%) (Table 13).

PWCs who have no child maintenance arrangement in place were then asked if they had ever previously had any arrangement.

Table 14: Has PWC had an arrangement in place in the past?[^]

	Freq	%
Yes	51	18.3%
No	228	81.7%
Sample Size	279	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

As detailed in Table 14, the majority (81.7%) stated that they had not had any previous arrangements to receive child maintenance.

The 51 PWCs who had an arrangement in the past were then asked to specify what type of arrangement they previously had in place.

Table 15: What type of arrangement did PWC have in the past? ^

	Freq	% [∞]
A statutory arrangement	33	66.0%
A court order	*	*
A private arrangement	15	30.0%
Sample Size	50	

[∞]Multiple responses permitted so percentages may not sum to 100.0%

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Almost two thirds (66.0%) of these PWCs previously had a statutory arrangement and less than one third (30.0%) had private arrangements (Table 15).

Although PWCs may not have an arrangement in place for maintenance, it is possible they receive help in other ways. PWCs who stated they do not have a maintenance arrangement in place (private, court or statutory) were asked if they received help in any other ways.

Table 16: Other help PWCs with no arrangement receive from NRP

	Freq	% [∞]
Providing childcare	37	14.2%
Financial help – for example paying for school fees, mortgage, clothes etc	33	12.6%
Driving children to/from activities or appointments	13	5.0%
Helping child with schoolwork	*	*
Doing housework	*	*
DIY/home improvements	*	*
Other, please specify	5	1.9%
None of these	196	75.1%
Sample size	261	

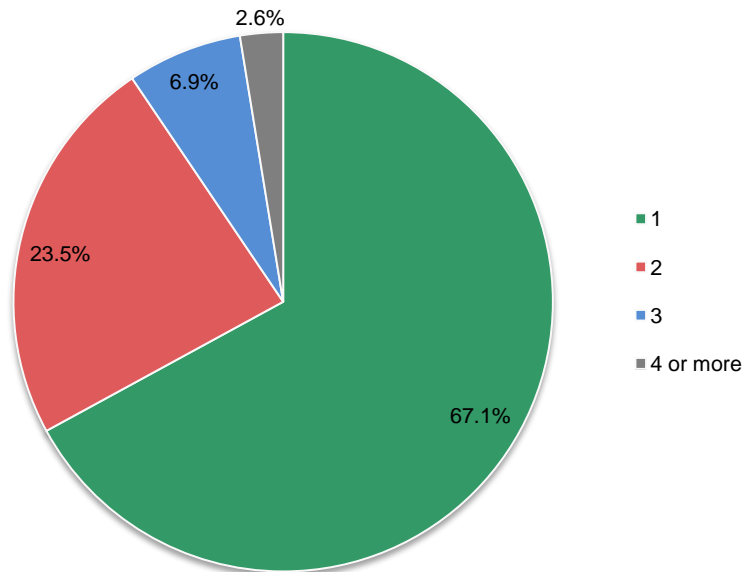
[∞]Multiple responses permitted so percentages may not sum to 100.0%

The majority of respondents (75.1%) do not receive help in any of the ways listed in Table 16. The most common forms of help received were providing childcare (14.2%) and financial help – for example paying school fees, mortgage, clothes etc (12.6%).

1.6 Number of Qualifying Children

Information was collected on the number of qualifying children in the care of each PWC.

Figure 9: The number of qualifying children for each PWC



Over three fifths of all respondents (67.1%) had one child eligible for child maintenance and over one fifth (23.5%) had two children (Figure 9).

Each PWC was asked to complete the survey focusing on one child only. If there was more than one qualifying child, the child with the next birthday was applied as a selection criterion.

This information was further examined by the different maintenance arrangement types. Results in this section are analysed by unique arrangement type. This means that each respondent has been assigned to only one group. PWCs with more than one type of arrangement in place (i.e. two or more of statutory, court and private) are assigned to the 'multiple arrangements' group.

Table 17: The number of qualifying children for each PWC (by arrangement type)

	Statutory		Multiple arrangements		Private		No arrangements	
	Freq	%	Freq	%	Freq	%	Freq	%
1 child	204	68.5%	42	68.9%	138	69.3%	182	63.4%
2 children	73	24.5%	12	19.7%	40	20.1%	74	25.8%
3 children	16	5.4%	*	*	15	7.5%	23	8.0%
4 or more children	5	1.7%	*	*	6	3.0%	8	2.8%
Sample Size	298		61		199		287	

Almost 7 out of 10 respondents with private (69.3%), multiple (68.9%) and statutory (68.5%) arrangements in place stated that they had only one qualifying child. A lower proportion, but still more than 6 out of 10, reported this result for no arrangements (63.4%) (Table 17).

Please note that PWCs with more than one child may have different arrangement types in place for different children. For example, in Table 17, it says there are 73 PWCs who had 2 children and had a statutory arrangement in place. This arrangement relates to only one of their children - there is no way of telling what arrangements are in place for the other child.

1.7 Child contact arrangements

All PWCs were asked a series of questions about the incidence and extent of contact between the child and NRP. Results in this section are analysed by unique arrangement type. This means that each respondent has been assigned to only one group. PWCs with more than one type of arrangement in place (i.e. two or more of statutory, court and private) are assigned to the 'multiple arrangements' group.

Table 18 shows that a higher percentage of PWCs with private arrangements reported:

- The child had contact with the NRP since either separation or the child's birth (94.0%). The comparative figure for those with a statutory arrangement was 72.8%, for those with multiple arrangements it was 80.3% and for those with no arrangement it was 66.6%.
- Of those who have had contact since separation or the child's birth, the child had met with the NRP in the past twelve months (96.8%). The comparative figure for those with a statutory arrangement was 82.9% and for those with no arrangement it was 82.2%.
- Of those whose child and NRP spend time together at least once a week, the child stays overnight with the NRP on average at least one night per week (67.9%). The comparative figure for those with a statutory arrangement was 52.0% and for those with no arrangement it was 56.4%.
- Of those with no court decision for contact between the child and NRP, whose child has had contact with the NRP since separation or the child's birth, the PWC arranged with the NRP in advance how often he/she will see the child (58.1%). The comparative figure for those with a statutory arrangement was 45.3%, and for those with no arrangement it was 32.8%.

In contrast a higher proportion of PWCs with multiple arrangements reported:

- Contact between their child and the NRP is determined by the courts (44.3%). The comparative figure for those with a statutory arrangement is 21.1%, and for those with a private arrangement the figure is 10.1%. Less than one in ten (8.7%) PWCs with no arrangement stated that contact is determined by the courts.
- Contact with their child is a cause of tension between themselves and the NRP (28.3%). The comparative figure for those with a statutory arrangement is 25.9%, and for those with a private arrangement the figure is 10.1%. 18.1% of PWCs with no arrangement reported this finding.

Of those who arranged with the NRP in advance how often he/she will see the child, a higher proportion of PWCs with no arrangements reported the PWC did not receive advice from anyone about setting up this timetable (89.3%). The comparative figure for those with a statutory arrangement was 69.9%, and for those with a private arrangement it was 84.5%.

Table 18: Key differences in child contact arrangements (by arrangement type)[^]

		Statutory		Multiple arrangements [‡]		Private		No arrangement		Overall	
		Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Child has contact with NRP since separation or child's birth	Yes	217	72.8%	49	80.3%	187	94.0%	191	66.6%	653	76.3%
	No	81	27.2%	12	19.7%	12	6.0%	96	33.4%	203	23.7%
	Sample Size	298		61		199		287		856	
Child met in person with NRP in last 12 months	Yes	180	82.9%	#		181	96.8%	157	82.2%	572	87.7%
	No	37	17.1%	*		6	3.2%	34	17.8%	80	12.3%
	Sample Size	217		48		187		191		652	
Child stays overnight with NRP once per week	Yes	51	52.0%	14		93	67.9%	53	56.4%	213	58.5%
	No	47	48.0%	16		44	32.1%	41	43.6%	151	41.5%
	Sample Size	98		30		137		94		364	
Contact between child and NRP covered by a court decision	Yes	63	21.1%	27	44.3%	20	10.1%	25	8.7%	140	16.4%
	No	235	78.9%	34	55.7%	179	89.9%	262	91.3%	716	83.6%
	Sample Size	298		61		199		287		856	
PWC arranged with NRP in advance how often NRP will see child	Yes	73	45.3%	15		97	58.1%	57	32.8%	244	45.8%
	No	88	54.7%	12		70	41.9%	117	67.2%	289	54.2%
	Sample Size	161		27		167		174		533	
PWC received advice on meetings from someone	Yes	22	30.1%	*		15	15.5%	6	10.7%	45	18.5%
	No	51	69.9%	#		82	84.5%	50	89.3%	198	81.5%
	Sample Size	73		15		97		56		243	
Contact with child a cause of tension between parents	Yes	77	25.9%	17	28.3%	20	10.1%	52	18.1%	170	19.9%
	No	220	74.1%	43	71.7%	179	89.9%	235	81.9%	684	80.1%
	Sample Size	297		60		199		287		854	

[‡] Caution small numbers

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

All PWCs whose child had met with the NRP in the last 12 months were asked how often, on average, the child and NRP spend time together.

Table 19: Frequency of child and NRP face-to-face contact (by arrangement type)

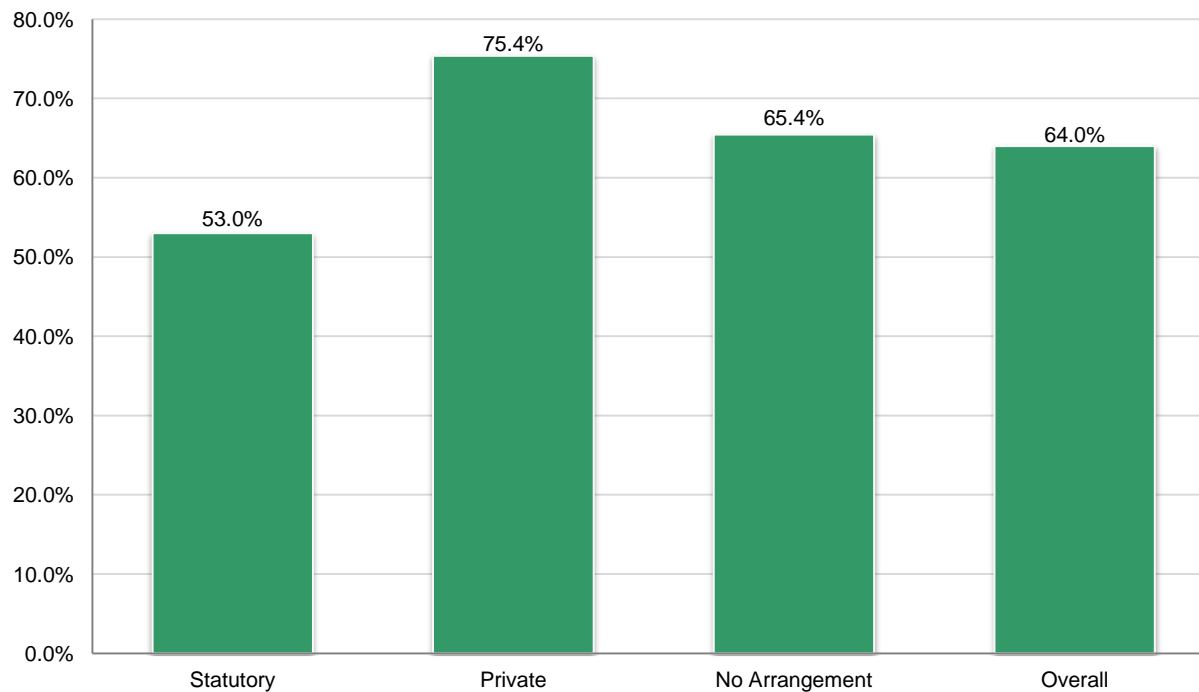
	Statutory		Multiple arrangements [‡]		Private		No arrangement		Overall	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
At least once a day	*	*	*		21	11.6%	11	7.0%	34	5.9%
At least once per week	98	54.4%	29		116	64.1%	83	52.9%	331	57.9%
At least once per fortnight	32	17.8%	6		15	8.3%	15	9.6%	69	12.1%
At least once per month	15	8.3%	*		8	4.4%	15	9.6%	40	7.0%
At least once every three months	9	5.0%	*		8	4.4%	9	5.7%	30	5.2%
At least once every six months	7	3.9%	*		*	*	6	3.8%	18	3.1%
At least once per year	5	2.8%	*		*	*	#	#	#	#
Less often	11	6.1%	*		6	3.3%	11	7.0%	28	4.9%
Don't know	*	*	*		*	*	*	*	*	*
Sample size	180		45		181		157		572	

[‡] Caution small numbers

The most common response was that the NRP and child spend time together on average at least once per week (57.9%). Comparative figures for specific arrangement types are as follows – statutory 54.4%, private 64.1%, no arrangement 52.9% (Table 19).

PWCs whose child had contact with the NRP since separation or the child’s birth were asked if their child had contact with the NRP in any way other than in person in the last 12 months (for example via phone calls, text messages, emails etc.). In total 653 PWCs responded to this question and the proportion who said ‘Yes’ the child did have contact in these ways can be seen in Figure 10. Due to small numbers the responses to this question from PWCs with multiple arrangements cannot be presented as percentages. However, the majority of these respondents (31 out of 49) advised there was this type of contact.

Figure 10: Have child and NRP had contact in the last 12 months, apart from time they may have spent together (by arrangement type)?



Almost two thirds (64.0%) of PWCs reported that the NRP had contact with the child in ways other than in person in the last 12 months. A higher proportion of PWCs with private arrangements (75.4%) reported this finding than those with statutory arrangements (53.0%) and no arrangement (65.4%) (Figure 10).

PWCs were asked who made the decisions about contact with the NRP.

Table 20: Who made the decisions about NRP contact (by arrangement type)?[^]

	Statutory		Multiple arrangements		Private		No arrangement		Overall	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Mainly by PWC	183	61.8%	36	59.0%	68	34.2%	168	59.2%	461	54.2%
Mainly by NRP	22	7.4%	*	*	10	5.0%	12	4.2%	47	5.5%
PWC and NRP have a roughly equal say	27	9.1%	13	21.3%	81	40.7%	44	15.5%	167	19.6%
It depends on the decision	9	3.0%	*	*	11	5.5%	15	5.3%	38	4.5%
Mainly by child	34	11.5%	6	9.8%	23	11.6%	35	12.3%	99	11.6%
Court decision	16	5.4%	*	*	*	*	7	2.5%	28	3.3%
Child and NRP have a roughly equal say	*	*	*	*	*	*	*	*	6	0.7%
Other	*	*	*	*	*	*	*	*	5	0.6%
Sample size	296		61		199		284		851	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

A higher percentage of PWCs made the decisions about NRP contact (54.2%) compared to NRPs making the decisions (5.5%). This was also the case for all arrangement types. Comparative figures for arrangement types are as follows – statutory PWCs 61.8%, statutory NRPs 7.4%, private PWCs 34.2%, private NRPs 5.0%, no arrangement PWCs 59.2%, no arrangement NRPs 4.2% (Table 20). When examining the differences between arrangement types, a higher proportion of PWCs with private arrangements said that child contact was decided by both parents equally (40.7%). Comparative figures for other arrangement types are as follows – statutory 9.1%, multiple arrangements 21.3%, no arrangement 15.5%, overall 19.6%.

All PWCs who said that their child and the NRP had met in the last 12 months were asked a series of questions about making changes to arrangements for contact between their child and the NRP. Analysis of these questions is presented in Tables 21 to 24 below.

Table 21: Willingness of NRP to change contact arrangements to meet child (by arrangement type) [^]

	Statutory		Multiple arrangements [‡]	Private		No arrangement		Overall	
	Freq	%	Freq	Freq	%	Freq	%	Freq	%
Willing	47	26.4%	18	118	65.9%	66	42.6%	253	44.7%
Neither willing nor unwilling	13	7.3%	*	9	5.0%	5	3.2%	32	5.7%
Unwilling	48	27.0%	10	18	10.1%	22	14.2%	101	17.8%
Don't know - child arranges it with his/her other parent	20	11.2%	*	14	7.8%	28	18.1%	65	11.5%
Don't have regular arrangements	31	17.4%	*	8	4.5%	25	16.1%	68	12.0%
Never change arrangements	19	10.7%	6	12	6.7%	9	5.8%	47	8.3%
Sample Size	178		45	179		155		566	

[‡] Caution small numbers

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Table 21 shows that if a PWC needs to change an arrangement for the child to meet the NRP, a higher percentage of NRPs are willing to change their arrangement where there is a private maintenance arrangement in place (65.9%). Comparative figures for other maintenance arrangement types are as follows - statutory 26.4%, no arrangement 42.6%, overall 44.7%.

Table 22: How common is it for the NRP to change child contact arrangements (by arrangement type)? ^

	Statutory		Multiple arrangements [‡]	Private		No arrangement		Overall	
	Freq	%	Freq	Freq	%	Freq	%	Freq	%
Common	26	14.6%	8	23	12.8%	24	15.5%	83	14.7%
Mixed – sometimes common, sometimes uncommon	17	9.6%	*	12	6.7%	#	#	42	7.4%
Uncommon	77	43.3%	23	121	67.2%	70	45.2%	295	52.2%
Varies too much to say	6	3.4%	*	*	*	*	*	10	1.8%
Don't know - child arranges the contact with his/her other parent	21	11.8%	*	13	7.2%	29	18.7%	67	11.9%
Don't know - don't have regular arrangements	31	17.4%	*	#	#	23	14.8%	68	12.0%
Sample Size	178		43	180		155		565	

[‡] Caution small numbers

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

A higher proportion of PWCs with a private maintenance arrangement reported that it is uncommon for NRPs to change arrangements made for his/her contact with the child (67.2%). Comparative figures for other maintenance arrangement types are as follows – statutory 43.3%, no arrangement 45.2%, overall 52.2% (Table 22).

Table 23: How easy is it for PWC to change child contact arrangements for NRP (by arrangement type)?[^]

	Statutory		Multiple arrangements [‡]	Private		No arrangement		Overall	
	Freq	%	Freq	Freq	%	Freq	%	Freq	%
Easy	90	50.6%	27	136	76.0%	82	53.2%	342	60.5%
Neither easy nor difficult	11	6.2%	*	#	#	*	*	25	4.4%
Difficult	15	8.4%	*	*	*	#	#	29	5.1%
Don't know - arrange it with his/her other parent	16	9.0%	*	13	7.3%	28	18.2%	59	10.4%
Never change arrangements	14	7.9%	6	8	4.5%	11	7.1%	40	7.1%
Don't have regular arrangements	32	18.0%	*	12	6.7%	21	13.6%	70	12.4%
Sample Size	178		45	179		154		565	

[‡] Caution small numbers

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

If the NRP needs to change an arrangement to meet the child, a higher proportion of PWCs with a private maintenance arrangement find it easy to change his/her contact arrangements (76.0%). Comparative figures for other maintenance arrangement types are as follows – statutory 50.6%, no arrangement 53.2%, overall 60.5% (Table 23).

Table 24: How common is it for PWC to change child contact arrangements (by arrangement type)? ^

	Statutory		Multiple arrangements ‡	Private		No arrangement		Overall	
	Freq	%	Freq	Freq	%	Freq	%	Freq	%
Common	#	#	*	16	8.9%	7	4.5%	34	6.0%
Mixed – sometimes common, sometimes uncommon	14	7.9%	*	10	5.6%	#	#	32	5.7%
Uncommon	101	57.1%	28	124	68.9%	91	58.7%	351	62.1%
Varies too much to say	*	*	*	*	*	*	*	9	1.6%
Don't know - child arranges the contact with his/her other parent	19	10.7%	6	17	9.4%	27	17.4%	69	12.2%
Don't know - don't have regular arrangements	35	19.8%	*	#	#	21	13.5%	70	12.4%
Sample Size	177		44	180		155		565	

‡ Caution small numbers

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

The majority of PWCs reported that it was uncommon for them to change arrangements for the NRP's contact with their child (62.1%). Comparative figures for specific maintenance arrangement types are as follows – statutory 57.1%, private 68.9%, no arrangement 58.7% (Table 24).

1.8 Nature of separation and relationship with the NRP

In order to identify those people who had separated, it was necessary to ask the PWC to describe the relationship they once had with the NRP. PWCs were considered to have been a part of a couple with the NRP prior to separation when they described themselves as having been:

- a married couple;
- an unmarried couple, living together; or
- an unmarried couple not living together.

Results in this section are analysed by unique arrangement type. This means that each individual respondent has been assigned to only one group. PWCs with more than one type of arrangement in place (i.e. two or more of statutory, court and private) are assigned to the 'multiple arrangements' group.

Those PWCs who were identified as having been part of a couple prior to separation from the NRP were asked a series of questions regarding the nature of the separation and their relationship with the NRP.

Table 25: Duration of relationship prior to separation (by arrangement type) ^

	Statutory		Multiple arrangements [‡]	Private		No arrangement		Overall	
	Freq	%	Freq	Freq	%	Freq	%	Freq	%
0-4 years	94	47.0%	18	70	42.9%	95	47.7%	278	46.0%
5-9 years	43	21.5%	8	37	22.7%	45	22.6%	136	22.5%
10-14 years	28	14.0%	*	38	23.3%	32	16.1%	106	17.5%
15-19 years	18	9.0%	*	11	6.7%	16	8.0%	49	8.1%
20 or more years	#	#	*	#	#	#	#	#	#
Other	*	*	*	*	*	*	*	*	*
Sample Size	200		33	163		199		604	

[‡] Caution small numbers

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Table 25 shows that more than two in five PWCs reported that they were in a relationship with the NRP for less than 5 years (46.0%). Similar results were found for each arrangement type (comparative figures for arrangement types are as follows – statutory 47.0%, private 42.9%, no arrangement 47.7%).

PWCs were asked to describe their relationship with the NRP at the time of the separation.

Table 26: PWCs' description of relationship at the time of the separation (by arrangement type) ^

	Statutory		Multiple arrangements		Private		No arrangement		Overall	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Not friendly relationship at time of separation	212	77.4%	45	80.4%	102	56.4%	169	69.0%	537	70.2%
Sample Size	274		56		181		245		765	

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

Table 26 shows that the majority of PWCs who were previously in a relationship with the NRP described their relationship with the NRP as not friendly at the time of the separation (70.2%). A higher proportion of PWCs with statutory arrangements (77.4%) than those with private arrangements (56.4%) reported that the relationship was not friendly at the time of separation. Comparative figures for other arrangements are as follows – multiple arrangements 80.4%, no arrangement 69.0%.

PWCs were asked if they had any contact at all with the NRP since separation, or where they were never a couple, since their child's birth.

Table 27: PWC and NRP contact (by arrangement type) ^

	Statutory		Multiple arrangements		Private		No arrangement		Overall	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Contact with NRP since separation or the child's birth	176	59.3%	47	77.0%	172	86.4%	166	57.8%	569	66.5%
Sample Size	297		61		199		287		855	

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

The majority of respondents stated that they had contact (66.5%), though the percentage was higher for those with private arrangements (86.4%) and multiple arrangements (77.0%) than for those with statutory arrangements (59.3%) and no arrangements (57.8%) (Table 27).

Those PWCs who had had contact since they separated from the NRP or, where they were never a couple, since the child's birth, were then asked if they had met with the NRP within the last 12 months.

Table 28: PWC and NRP face-to-face contact in the last 12 months (by arrangement type) ^

	Statutory		Multiple arrangements [‡]	Private		No arrangement		Overall	
	Freq	%	Freq	Freq	%	Freq	%	Freq	%
PWC met with NRP in last 12 months	108	61.4%	39	157	91.8%	117	70.5%	428	75.4%
Sample Size	176		47	171		166		568	

[‡] Caution small numbers

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

The majority of respondents said that they had met the NRP in the last 12 months (75.4%), and a higher proportion of those with private arrangements reported this finding (91.8%, which compares with 61.4% for statutory, and 70.5% for those with no arrangement) (Table 28).

PWCs who had any contact with the NRP since their separation, or, where they were never a couple, since their child's birth, were asked to describe their current relationship with the NRP.

Table 29: PWCs' description of current relationship with NRP (by arrangement type) ^

	Statutory		Multiple arrangements [‡]		Private		No arrangement		Overall	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Not currently a friendly relationship with the NRP	66	41.0%	16		11	6.4%	48	29.4%	144	26.1%
Sample Size	161		47		172		163		551	

[‡] Caution small numbers

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Table 29 shows that a higher proportion of PWCs with statutory arrangements described their current relationship with the NRP as not a friendly relationship (41.0%). Comparative figures for the other arrangement types are as follows – private 6.4%, no arrangement 29.4%, overall 26.1%.

PWCs who had met with the NRP in the last 12 months were asked how often they normally see the NRP.

Table 30: Frequency of PWC and NRP face-to-face contact (by arrangement type)

	Statutory		Multiple arrangements [‡]		Private		No arrangement		Overall	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
At least once per week^{\$}	49	45.4%	24		112	71.3%	68	58.1%	257	60.0%
At least once per month^{\$}	24	22.2%	5		24	15.3%	15	12.8%	70	16.4%
Less often^{\$}	35	32.4%	10		21	13.4%	34	29.1%	101	23.6%
Sample Size	108		39		157		117		428	

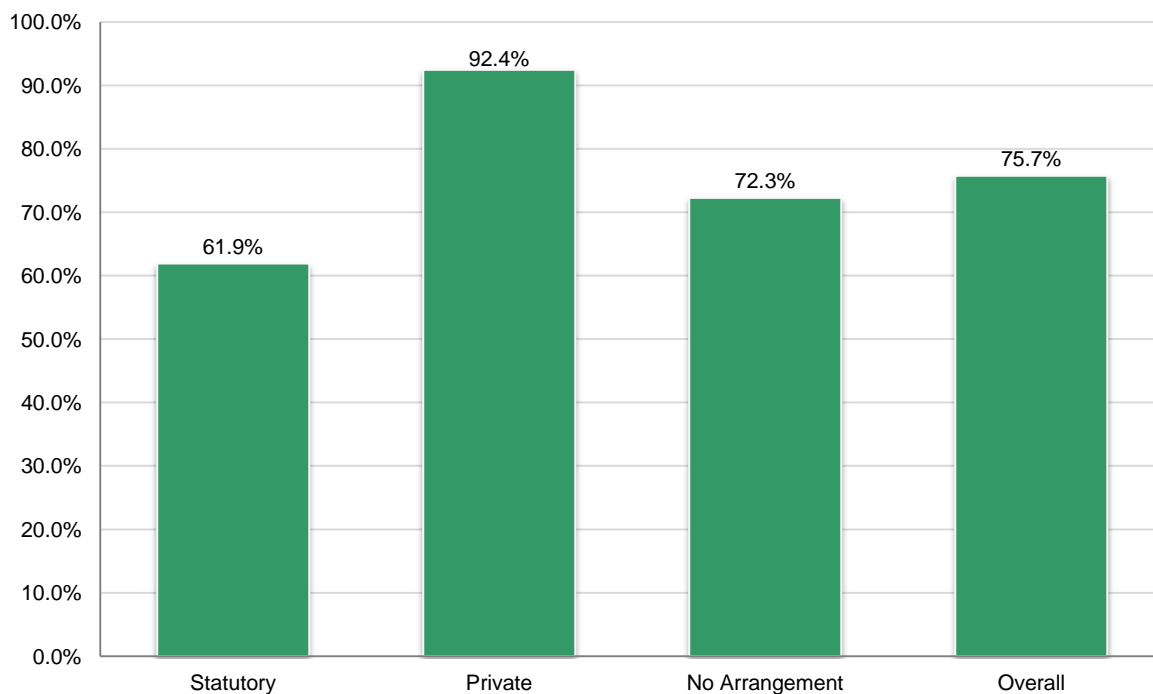
^{\$} Please note some categories have been combined due to small numbers

[‡] Caution small numbers

Table 30 shows that the most frequent response was 'at least once per week' (60.0%). The group of the PWCs with the highest proportion stating this response was those with private arrangements (71.3%). Comparative figures for other arrangement types are as follows – statutory 45.4%, no arrangement 58.1%.

PWCs that had contact with the NRP since they separated or where they were never a couple, since their child's birth (shown in Table 27), were asked if they had contact with the NRP in any ways other than face to face contact in the last 12 months. In total 569 PWCs responded to this question and the proportion who said 'Yes' they did have contact with the NRP in other ways can be seen in Figure 11 below. Due to small numbers the responses to this question from PWCs with multiple arrangements cannot be presented as percentages. However, the majority of these respondents (38 out of 47) advised there was this type of contact.

Figure 11: Have PWC and NRP had contact in the last 12 months, apart from time they may have spent together (by arrangement type)?



Over 9 in 10 PWCs with a private arrangement stated that they had contact with the NRP other than in person in the last 12 months (92.4%). In comparison, over 6 in 10 PWCs with statutory arrangements (61.9%), and over 7 in 10 with no arrangements (72.3%) reported this finding (Figure 11).

If PWCs had any contact with the NRP since separation, or if never in a relationship, since child's birth, they were asked if they had ever discussed financial matters such as child maintenance with the NRP.

Table 31: Has PWC discussed financial matters with the NRP (by arrangement type)? ^

	Statutory		Multiple arrangements [‡]	Private		No arrangement		Overall	
	Freq	%	Freq	Freq	%	Freq	%	Freq	%
PWC has discussed financial matters with NRP	66	37.7%	24	81	47.1%	47	28.3%	219	38.6%
Sample Size	175		47	172		166		568	

[‡] Caution small numbers

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Table 31 shows that a lower proportion of PWCs with no arrangements have discussed financial matters, such as child maintenance with the NRP (28.3%). Comparative figures for other arrangements are as follows – statutory 37.7%, private 47.1%, overall 38.6%.

Those PWCs who had discussed financial matters with the NRP were asked how easy or difficult they found it.

Table 32: How easy or difficult is it for the PWC to discuss financial matters with the NRP (by arrangement type)?

	Statutory		Multiple arrangements [‡]	Private		No arrangement [‡]	Overall	
	Freq	%	Freq	Freq	%	Freq	Freq	%
Easy	#	#	16	46	56.8%	#	83	37.9%
Neither easy nor difficult	*	*	*	7	8.6%	*	15	6.8%
Difficult	52	78.8%	#	28	34.6%	32	121	55.3%
Sample Size	66		24	81		47	219	

[‡] Caution small numbers

Table 32 shows that more than three quarters of PWCs with statutory arrangements reported it was difficult to discuss financial matters with the NRP (78.8%). In contrast, more than two quarters of PWCs with private arrangements reported that they found it easy to do this (56.8%).

PWCs were asked who makes important decisions such as decisions relating to education or health.

Table 33: Who makes the important decisions regarding the child (by arrangement type)?[^]

	Statutory		Multiple arrangements		Private		No arrangement		Overall	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Mainly by PWC	284	95.3%	50	82.0%	154	77.4%	267	93.4%	764	89.4%
Mainly by NRP	*	*	*	*	*	*	*	*	*	*
PWC and NRP have a roughly equal say	10	3.4%	8	13.1%	41	20.6%	16	5.6%	77	9.0%
It depends on the decision	*	*	*	*	*	*	*	*	9	1.1%
Other	*	*	*	*	*	*	*	*	*	*
Sample Size	298		61		199		286		855	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Across all arrangement types the majority of PWCs reported that they mainly made the important decisions (Table 33). The percentage of PWCs reporting this finding was higher for those with statutory arrangements (95.3%) or no arrangements (93.4%) than for those with multiple arrangements (82.0%) or private arrangements (77.4%).

Only 3.4% of PWCs with statutory arrangements reported that they and the NRP have a roughly equal say. Overall, less than one in ten respondents (9.0%) reported this finding.

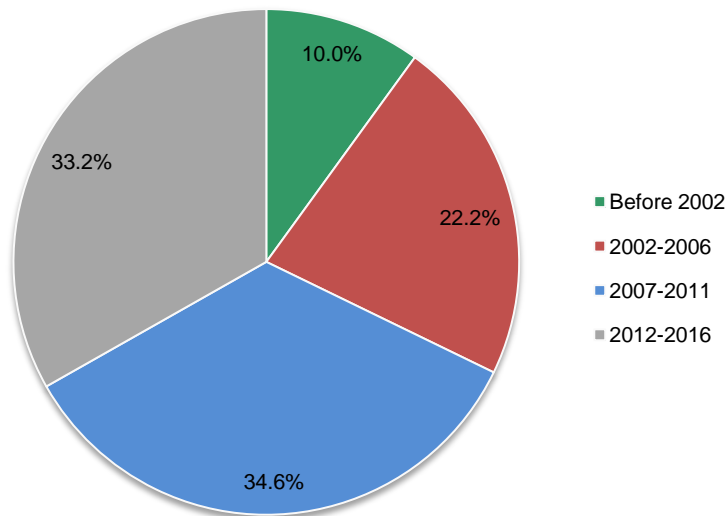
1.9 Year of separation

Information was collected on the length of time the PWC and NRP had been separated. People who had separated were identified using the criteria detailed in Section 1.7.

In order to facilitate reporting, the year of separation was divided into 4 categories. These categories were 'before 2002', '2002-2006', '2007-2011' and '2012-2016'.

Of the 848 individuals who indicated their previous relationship status with the NRP, there were 775 PWCs (91.4%) who had been in a relationship with the NRP prior to the separation. However 6 PWCs could not remember or refused to say when the separation took place and therefore were not included in the following analysis.

Figure 12: Year of separation[^]



Almost one third of PWCs had separated in the last 5 years (33.2%) (Figure 12).

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

PWC arrangement types can be profiled by the year the PWC and NRP had separated. Results in this section are analysed by unique arrangement type. This means that each individual is only included in one group. PWCs with more than one type of arrangement in place (i.e. two or more of statutory, court and private) are assigned to the 'multiple arrangements' group.

Table 34: Arrangement type by year of separation[^]

	Before 2002		2002-2006		2007-2011		2012-2016	
	Freq	%	Freq	%	Freq	%	Freq	%
Statutory only	24	31.2%	56	32.7%	112	42.1%	81	31.8%
Court order only	*	*	*	*	*	*	*	*
Private only	13	16.9%	44	25.7%	53	19.9%	75	29.4%
Multiple	*	*	#	#	#	#	#	#
No arrangement	35	45.5%	60	35.1%	70	26.3%	80	31.4%
Sample size	77		171		266		255	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

The percentage of PWCs who had only a statutory arrangement in place was greater for those who separated in 2007-2011 (42.1%) than for those who separated in the other three time periods (before 2002 - 31.2%, 2002-2006 – 32.7%, 2012-2016 – 31.8%) (Table 34).

The proportion of PWCs with only private arrangements in place increased from 16.9% (before 2002) to 29.4% (in 2012-2016).

Conversely, the proportion of PWCs with no arrangement reduces when the separation took place more recently, falling from 45.5% (before 2002) to 31.4% (in 2012-2016).

1.10 Knowledge of maintenance arrangements

A section of questions were included in the questionnaire exploring the PWCs' understanding of the decision making process used by CMS. Results in this section are analysed by unique arrangement type. This means that each respondent has been assigned to only one group. PWCs with more than one type of arrangement in place (i.e. two or more of statutory, court and private) are assigned to the 'multiple arrangements' group.

PWCs were asked if they were aware of how much maintenance they should receive from the NRP if they arranged maintenance through CMS.

Table 35: Do PWCs know how much child maintenance they should receive from the NRP through CMS?

	Freq	%
Yes	375	43.8%
No	481	56.2%
Sample Size	856	

The majority of respondents stated that they did not know how much they should receive from the NRP (56.2%) (Table 35).

This question was further examined by the different arrangement types.

Table 36: Do PWCs know how much child maintenance they should receive from the NRP through CMS (by arrangement type)?

	Statutory		Multiple arrangements		Private		No arrangement	
	Freq	%	Freq	%	Freq	%	Freq	%
Yes	238	79.9%	42	68.9%	59	29.6%	34	11.8%
No	60	20.1%	19	31.1%	140	70.4%	253	88.2%
Sample Size	298		61		199		287	

The majority of those with statutory arrangements (79.9%) and multiple arrangements (68.9%) reported that they do know how much child maintenance they should receive from the NRP through CMS. In contrast, the majority of those with private arrangements (70.4%) and no arrangements (88.2%) said that they did not (Table 36).

All PWCs were asked what factors they think CMS take into account when calculating the amount of child maintenance. The legislation that underpins the work of CMS states that only the income of the NRP is used when calculating a child maintenance liability.

Table 37: What factors do PWCs think CMS take into account when calculating the amount of child maintenance? ^

	Freq	%[∞]
The income of the NRP, but not the PWC	421	49.6%
The income of both parents	133	15.7%
Number of children (either qualifying children or relevant other children)	29	3.4%
The income of the PWC, but not the NRP	20	2.4%
NRP and qualifying child contact or overnight stays	20	2.4%
The income of the NRP's partner	15	1.8%
Something else	*	*
None of these	6	0.7%
Don't know	260	30.6%
Sample Size	849	

[∞]Multiple responses permitted so percentages may not sum to 100.0%

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Just under 5 in 10 (49.6%) believed that the income of the NRP (and not the PWC) was taken into account when calculating the amount of child maintenance. Less than 2 in 10 PWCs (15.7%) thought that the income of both the NRP and PWC would be taken into consideration (Table 37).

This information was further examined by the different maintenance arrangement types.

Table 38: What factors do PWCs think CMS take into account when calculating the amount of child maintenance (by arrangement type)?[^]

	Statutory		Multiple arrangements		Private		No arrangement	
	Freq	% [∞]	Freq	% [∞]	Freq	% [∞]	Freq	% [∞]
The income of the NRP, but not the PWC	183	62.0%	39	65.0%	92	46.5%	102	35.8%
The income of both parents	38	12.9%	6	10.0%	39	19.7%	47	16.5%
Number of children (either qualifying children or relevant other children)	16	5.4%	*	*	7	3.5%	*	*
The income of the PWC, but not the NRP	*	*	*	*	*	*	12	4.2%
NRP and qualifying child contact or overnight stays	8	2.7%	*	*	5	2.5%	5	1.8%
The income of the NRP's partner	5	1.7%	*	*	5	2.5%	*	*
Something else	*	*	*	*	*	*	*	*
None of these	*	*	*	*	*	*	*	*
Don't know	67	22.7%	13	21.7%	59	29.8%	118	41.4%
Sample Size	295		60		198		285	

[∞]Multiple responses permitted so percentages may not sum to 100.0%

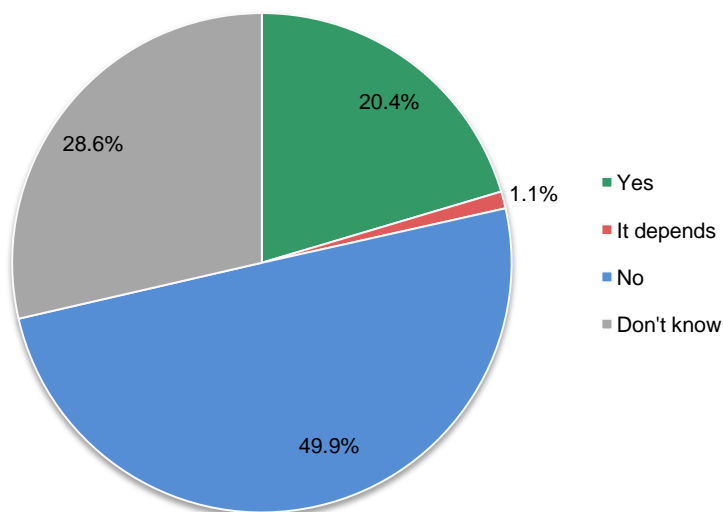
[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Table 38 shows the majority of PWCs with a statutory arrangement (62.0%) believed that the income of the NRP (and not the PWC) was taken into account. A lower proportion of those with most other arrangement types thought that this was the case. The figures for the other arrangement types are as follows – multiple arrangements 65.0%, private 46.5%, no arrangement 35.8%.

A higher proportion of those with no arrangements (41.4%) and private arrangements (29.8%) said that they did not know the answer, compared to those with statutory arrangements (22.7%) and multiple arrangements (21.7%).

All PWCs were asked if the amount of child maintenance that an NRP is due to pay through CMS would be affected if the PWC was in receipt of benefits. The correct answer to this question, as per CMS legislation, is “no”.

Figure 13: Would the amount of child maintenance that an NRP is due to pay through CMS be affected if the PWC was in receipt of benefits? ^



Almost 5 in 10 respondents (49.9%) believed that the amount of child maintenance an NRP was due to pay would not be affected if the PWC was in receipt of benefits. Over 2 in 10 respondents (20.4%) however believed that the amount of child maintenance the NRP was due to pay would be affected if the PWC was in receipt of benefits. Just under 3 in 10 (28.6%) did not know (Figure 13).

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

This information was further examined by the different arrangement types.

Table 39: Would the amount of child maintenance that an NRP is due to pay be affected if the PWC was in receipt of benefits (by arrangement type)? ^

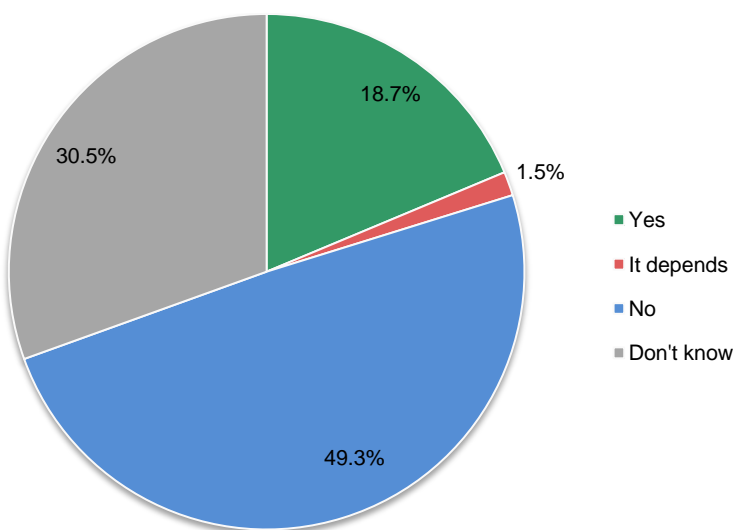
	Statutory		Multiple arrangements		Private		No arrangement	
	Freq	%	Freq	%	Freq	%	Freq	%
Yes	#	#	#	#	#	#	#	#
It depends	*	*	*	*	*	*	*	*
No	173	58.6%	35	58.3%	102	51.5%	108	38.3%
Don't know	64	21.7%	12	20.0%	60	30.3%	102	36.2%
Sample Size	295		60		198		282	

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

Just under 6 in 10 respondents with a statutory arrangement (58.6%) and multiple arrangements (58.3%) do not think the amount of child maintenance an NRP was due to pay would be affected if the PWC was in receipt of benefits. In contrast, over three in ten PWCs with no arrangement (36.2%) and private arrangements (30.3%) did not know the answer (Table 39).

All PWCs were asked if they think that receiving child maintenance would have an effect on the amount of benefits they would be entitled to receive. The correct answer to this question, as per CMS legislation, is “no”.

Figure 14: Would PWC benefit entitlement be affected by receiving child maintenance? ^



Almost 5 in 10 respondents (49.3%) believed that benefit entitlement would not be affected by receipt of child maintenance. Almost 2 in 10 respondents (18.7%) however believed that benefit entitlement would be effected. Over three in ten PWCs (30.5%) did not know if benefit entitlement would be impacted (Figure 14).

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

This information was further examined by the different arrangement types.

Table 40: Would PWC benefit entitlement be affected by receiving child maintenance (by arrangement type)? ^

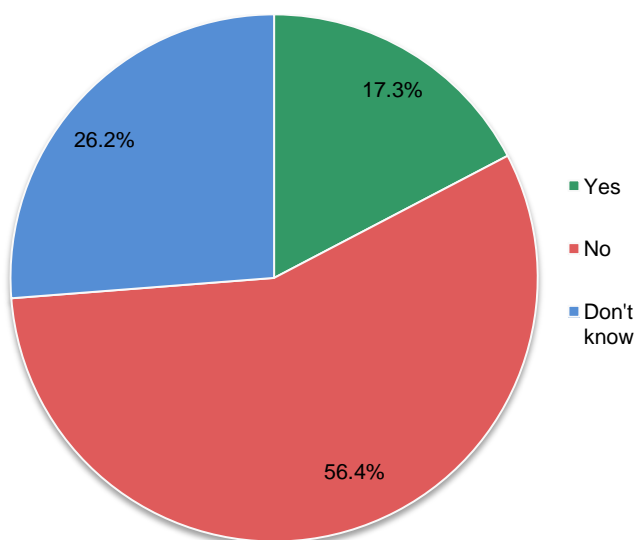
	Statutory		Multiple arrangements		Private		No arrangement	
	Freq	%	Freq	%	Freq	%	Freq	%
Yes	#	#	#	#	#	#	62	21.8%
It depends	*	*	*	*	*	*	7	2.5%
No	182	61.3%	38	62.3%	90	45.5%	105	36.8%
Don't know	66	22.2%	12	19.7%	68	34.3%	111	38.9%
Sample Size	297		61		198		285	

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

Just over three fifths of respondents with a statutory arrangement (61.3%) and multiple arrangements (62.3%) do not believe their benefit entitlement would be impacted by child maintenance. In contrast, less than two fifths of PWCs with no arrangement (38.9%) and private arrangements (34.3%) did not know if their benefit entitlement would be impacted by child maintenance (Table 40).

All PWCs were asked to consider a scenario in which an NRP looked after a child for one day every week. This would not include an overnight stay. They were then asked whether they thought such an arrangement would affect the child maintenance liability calculated within the statutory scheme. The correct answer is that there is no impact on the child maintenance amount.

Figure 15: Impact of daytime childcare on CMS amount[^]



The majority of respondents did not think that the NRP looking after the child for one day a week with no overnight stays would affect the maintenance liability (56.4%). More respondents indicated that they did not know (26.2%) than those who thought it would (17.3%) however (Figure 15).

This information was further examined by the different maintenance arrangement types.

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Table 41: Impact of daytime childcare on CMS amount (by arrangement type)[^]

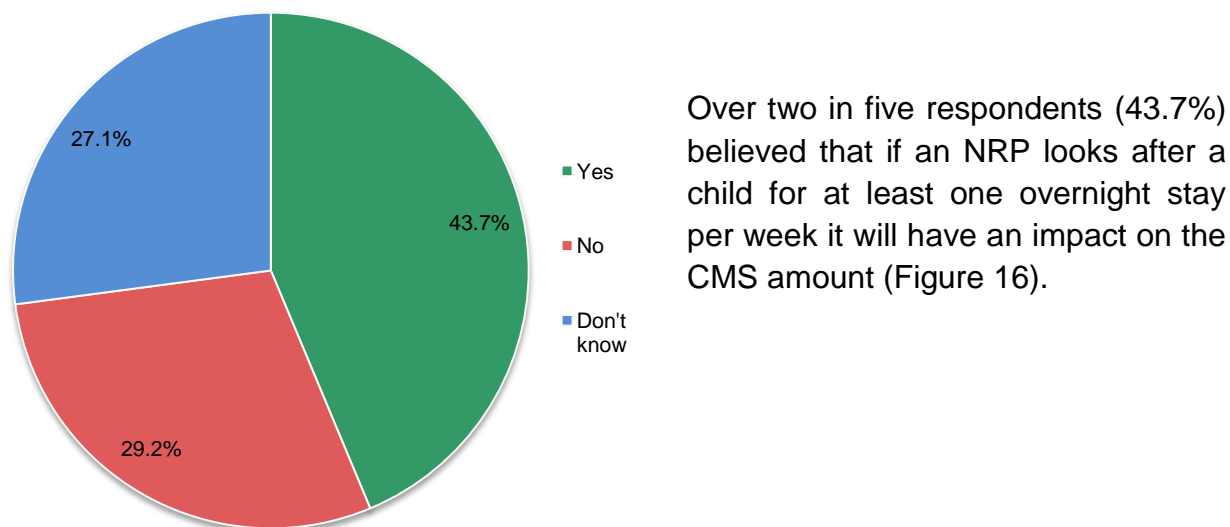
	Statutory		Multiple arrangements		Private		No arrangement	
	Freq	%	Freq	%	Freq	%	Freq	%
Yes	60	20.2%	18	30.0%	32	16.1%	36	12.5%
No	180	60.6%	27	45.0%	117	58.8%	151	52.6%
Don't know	57	19.2%	15	25.0%	50	25.1%	100	34.8%
Sample size	297		60		199		287	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

The most common response for each arrangement type was that they did not think the maintenance liability would be affected by the scenario noted above (the figures for each of the schemes are as follows - statutory 60.6%, multiple arrangements 45.0%, private 58.8%, no arrangement 52.6%) (Table 41).

All PWCs were asked if they thought the maintenance liability calculated within the statutory scheme would be affected if the NRP looked after a child for at least one overnight stay per week. The correct answer is “yes” as shared care reduces proportionately the figure of child maintenance when the amount of overnights stays exceeds an average of 52 nights per year (equivalent to one night per week).

Figure 16: Impact of NRP looking after child for 1 overnight stay per week on CMS amount



The impact of shared care on the child maintenance amount was further examined by the different maintenance arrangement types.

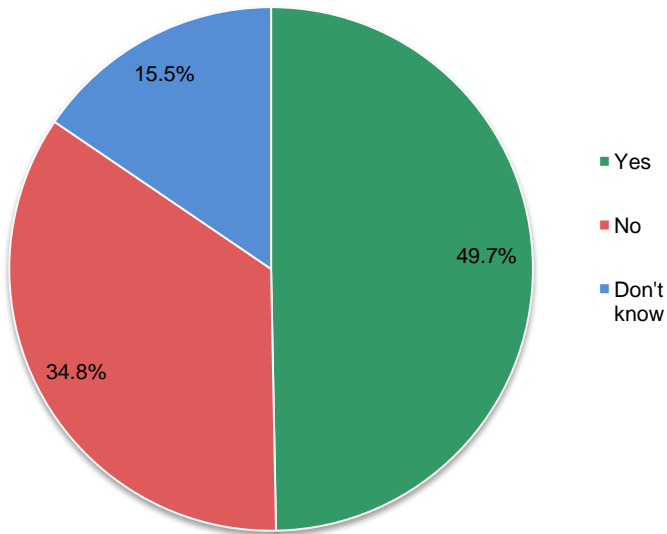
Table 42: Impact of NRP looking after child for 1 overnight stay per week on CMS amount (by arrangement type)

	Statutory		Multiple arrangements		Private		No arrangement	
	Freq	%	Freq	%	Freq	%	Freq	%
Yes	158	53.0%	27	44.3%	91	45.7%	93	32.4%
No	78	26.2%	18	29.5%	57	28.6%	94	32.8%
Don't know	62	20.8%	16	26.2%	51	25.6%	100	34.8%
Sample size	298		61		199		287	

A higher proportion of PWCs with statutory arrangements (53.0%) thought that the CMS amount would be affected by shared care than those with other arrangement types (multiple arrangements 44.3%, private 45.7%, no arrangement 32.4%) (Table 42).

All PWCs were asked “do you know how CMS can take action against a parent who does not pay child maintenance?”

Figure 17: Do PWCs know how CMS can take action in non compliant cases? ^



Just under half of PWCs (49.7%) reported that they do know how CMS can take action in non compliant cases (Figure 17).

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

Those respondents who said yes to the question “do you know how CMS can take action against a parent who does not pay child maintenance?” were subsequently asked to provide more information on what they thought this action could be. CMS can legally take the actions listed in Table 43, with the exception of stopping payment of benefits he/she may be receiving.

Table 43: Types of action PWCs think CMS can take against a non-compliant NRP[^]

	Freq	%[∞]
Take him/her to court	285	67.7%
Get money taken out of his/her wages or salary	242	57.5%
Get money deducted from any benefits he/she may be receiving	108	25.7%
Get money taken out of his/her bank or building society account	75	17.8%
Stop paying any benefits he/she may be receiving	58	13.8%
Get the bank or building society to freeze his/her account	46	10.9%
Make him/her sell goods (e.g. TV or car) or property (house/flat) to have money for maintenance	32	7.6%
Send him/her to prison	30	7.1%
Take away his/her driving licence	16	3.8%
Other actions	10	2.4%
Don't know	28	6.7%
Sample size	421	

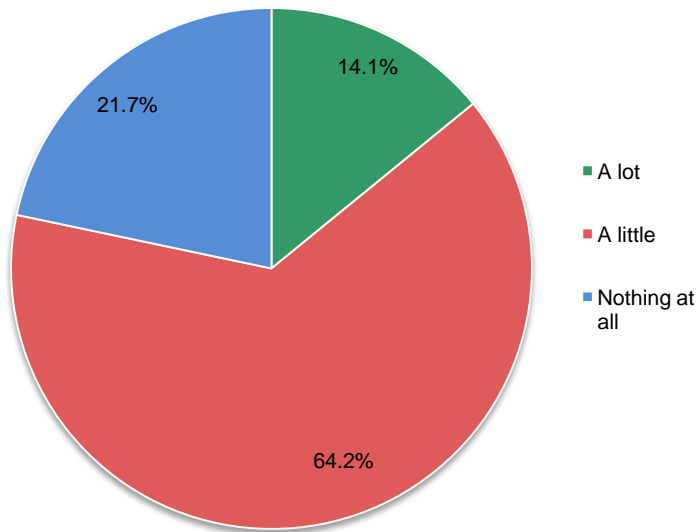
[∞]Multiple responses permitted so percentages may not sum to 100.0%

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

The majority of respondents believed that CMS would take the NRP to court (67.7%) and/or deduct money from the salary of the NRP (57.5%).

All respondents were asked “how much would you say you know about the services provided by CMS?”

Figure 18: How much do PWCs know about CMS services? ^



More than three out of five PWCs (64.2%) stated that they know a little about CMS services, while over one fifth (21.7%) believed that they know nothing at all about them (Figure 18).

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

This information was further examined by the different arrangement types.

Table 44: How much do PWCs know about CMS services (by arrangement type)? ^

	Statutory		Multiple arrangements		Private		No arrangement	
	Freq	%	Freq	%	Freq	%	Freq	%
A lot	68	22.9%	18	29.5%	17	8.6%	16	5.6%
A little	208	70.0%	38	62.3%	135	68.2%	160	55.9%
Nothing at all	21	7.1%	5	8.2%	46	23.2%	110	38.5%
Sample size	297		61		198		286	

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

Seven out of ten PWCs with a statutory arrangement (70.0%) said that they know a little about CMS services. Less than one in ten PWCs with a statutory arrangement (7.1%), however, said that they know nothing at all about CMS services. A higher proportion of respondents with other arrangement types said that they knew nothing at all about CMS services (the figures for each arrangement type are as follows – multiple arrangements 8.2%, private 23.2%, no arrangement 38.5%) (Table 44).

PWCs with no statutory arrangement were asked if they knew that they could arrange child maintenance with the NRP through CMS.

Table 45: Do PWCs without a CMS arrangement know that arrangements can be made through CMS? ^

	Freq	%
Yes	430	86.5%
No	67	13.5%
Sample size	497	

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

The majority (86.5%) of the eligible respondents knew that they could arrange child maintenance through the statutory service. However, just over one in ten PWCs without a statutory arrangement (13.5%) did not know that this facility was available to them (Table 45).

Those PWCs who had no private arrangement were asked if they knew that they could privately arrange child maintenance with the NRP.

Table 46: Do PWCs without a private arrangement know that arrangements can be made privately? ^

	Freq	%
Yes	537	86.6%
No	83	13.4%
Sample size	620	

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

The majority (86.6%) of the eligible respondents knew that they could privately arrange child maintenance with the NRP between themselves (Table 46).

Those who did not have a court order were asked if they knew they could arrange child maintenance through court orders/consent orders.

Table 47: Do PWCs without a court order know that arrangements can be made through the court? ^

	Freq	%
Yes	533	65.5%
No	281	34.5%
Sample size	814	

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

Almost two thirds (65.5%) of those who responded to this question knew that they could arrange child maintenance through court orders/consent orders (Table 47).

1.11 Knowledge of CMS Reforms

All PWCs were asked a series of questions about the child maintenance reforms from the last 5 years. The reforms include the introduction of the CMS2012 scheme. This scheme simplified the approach to child maintenance calculations and involved the introduction of a new IT system to improve CMS's ability to deliver a good service. The scheme was introduced in December 2012 for a small number of new applications and since November 2013 all new applications have been entered onto this scheme.

In June 2014, CMS began closing down cases on their legacy schemes. The intention is for all cases currently managed on these schemes to be closed by 2018. PWCs and NRPs will be asked whether they can make a family-based (private) arrangement or if they still need the support of CMS. If they do require the help of CMS, they will need to make a new application.

CMS also introduced enforcement fees in June 2014 and collection charges in August 2014 for the CMS2012 scheme. An additional 20% fee is charged to the NRP on top of the maintenance liability and the PWC receives 4% less than the liability. However, if the NRP and PWC choose to use direct pay (a CMS case where the maintenance amount is calculated by CMS but payments are made privately between the parents) they are exempt from charging.

Results in this section are analysed by unique arrangement type. This means that each respondent has been assigned to only one group. PWCs with more than one type of arrangement in place (i.e. two or more of statutory, court and private) are assigned to the 'multiple arrangements' group.

The first of these questions related to whether PWCs knew that charges had been introduced to collect and enforce maintenance on statutory cases on the 2012 scheme.

Table 48: Do PWCs know about the introduction of charges? ^

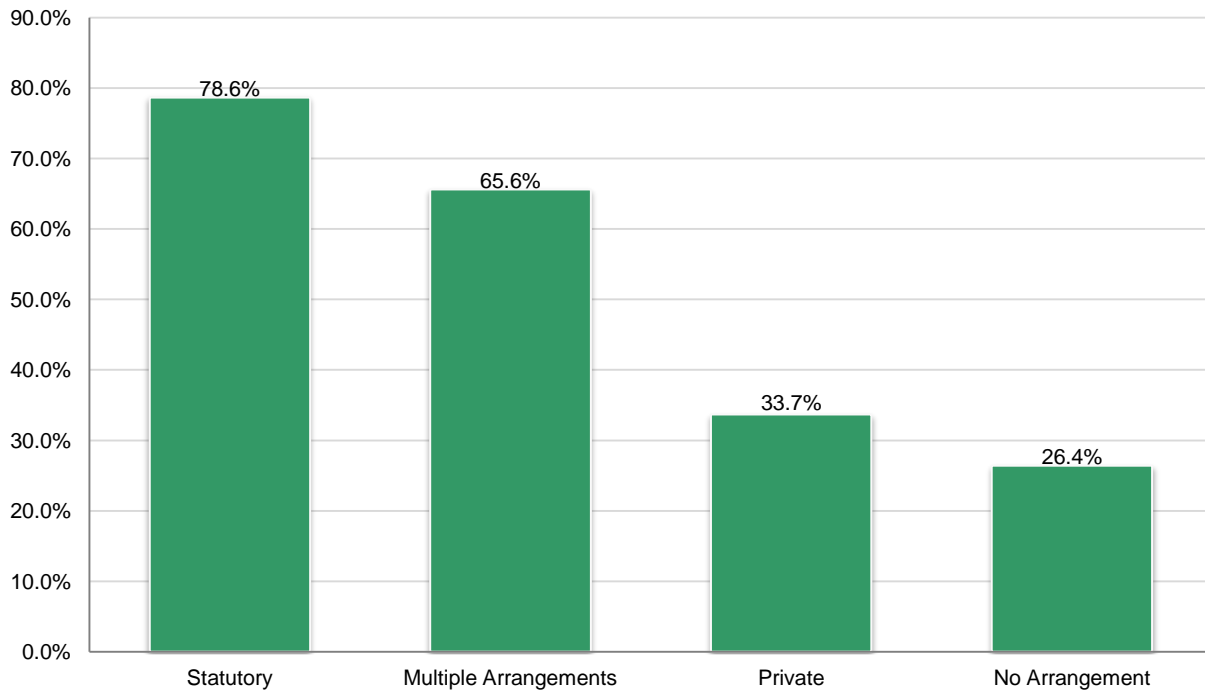
	Freq	%
Yes	415	48.8%
No	414	48.7%
Don't know	21	2.5%
Sample size	850	

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

A similar proportion of respondents knew about the charges (48.8%) as those who did not (48.7%) (Table 48).

The responses of those who answered 'Yes', they did know about the introduction of charges, was further analysed by arrangement type as shown in Figure 19 below.

Figure 19: Do PWCs know about the introduction of charges (by arrangement type)? ^



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

The analysis indicates a significant variation in awareness of charging between those who have different arrangements in place. Almost 8 in 10 of those with statutory arrangements (78.6%) and less than 7 in 10 of those with multiple arrangements (65.6%) were aware of charging. By contrast, over 3 in 10 with a private arrangement knew about charges (33.7%) and less than 3 in 10 of those with no arrangement (26.4%) were aware of this change.

PWCs were then asked if they were aware that if they set up a direct pay CMS case they would be exempt from charging (Table 49). A direct pay case is one in which CMS calculate the child maintenance liability and the NRP and PWC agree between themselves how the calculated payments should be made.

Table 49: Do PWCs know about the direct pay charging exemption? ^

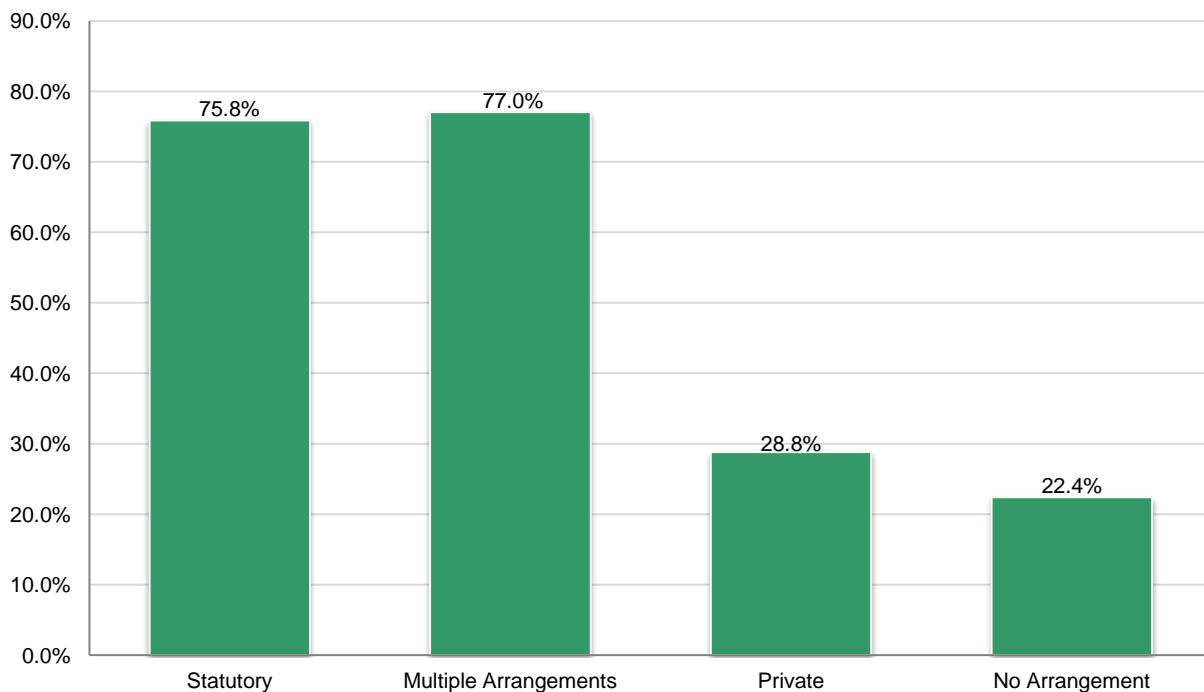
	Freq	%
Yes	395	46.3%
No	429	50.2%
Don't know	30	3.5%
Sample size	854	

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

Less than half of the PWCs knew about the exemption from charging that direct pay offers (46.3%).

The responses of those who answered 'Yes', they did know about the exemption from charging that direct pay offers, was further analysed by arrangement type as in Figure 20 below.

Figure 20: Do PWCs know about direct pay charging exemption (by arrangement type)? ^



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

Once again, there is a marked difference when analysing the issue by arrangement type. More than three quarters (75.8%) of PWCs with statutory arrangements and multiple arrangements (77.0%) knew about the exemption. More than one quarter of PWCs with private arrangements (28.8%) and less than one quarter with no arrangements (22.4%) were aware of this.

PWCs were also asked if they would be willing to pay to use CMS to collect and enforce maintenance.

Table 50: Are PWCs willing to pay CMS charges to collect and enforce maintenance? ^

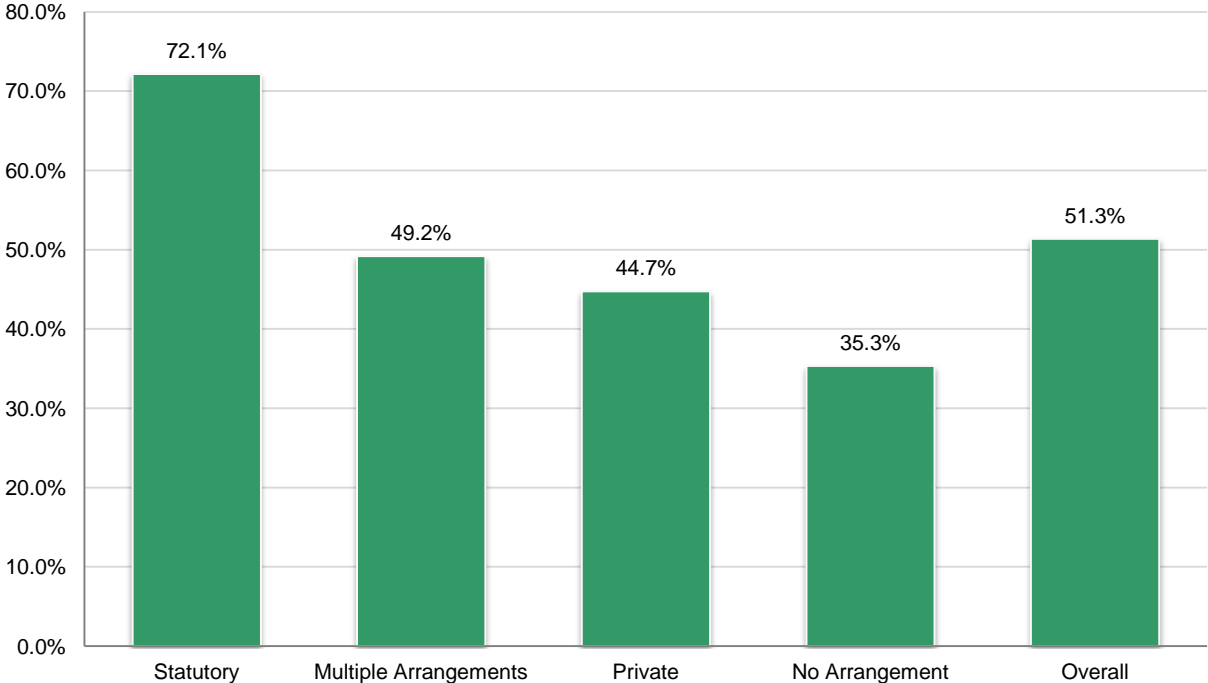
	Freq	%
Yes	407	47.6%
No	346	40.5%
I do pay to use CMS	32	3.7%
Don't know	70	8.2%
Sample size	855	

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

Over half of respondents either said that they would be willing to pay CMS to collect and enforce maintenance or that they already do pay CMS to do so (51.3%) (Table 50).

Respondents who advised they would be willing to pay or already do pay CMS to collect and enforce their maintenance were then analysed by arrangement type as shown in Figure 21 below.

Figure 21: PWCs willing to pay or who already do pay CMS to collect and enforce their maintenance (by arrangement type) ^



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

Significantly more PWCs who have a statutory arrangement in place were willing to or did pay charges (72.1%). Less than half of the PWCs with private arrangements (44.7%), multiple arrangements (49.2%) or no arrangement (35.3%) said they were willing to or did pay charges.

1.12 PWCs' contact with other people and organisations

There were 45 respondents who said that they had received advice from another person or organisation on meetings between their child and the NRP. These PWCs were asked who they received this advice from.

Table 51: People and organisations from whom the PWC received advice on child and NRP meetings[^]

	Freq [∞]
Solicitor	24
Family and friends	11
Social services or social worker	10
Statutory maintenance service (CMS)	6
Child Maintenance Choices/NI Direct	*
Citizens Advice Bureau (CAB)	*
Support group/voluntary organisation/charity	*
Other	*
Sample Size[‡]	44

[∞] Multiple responses permitted so frequencies may not sum to sample size

[‡] Caution small numbers

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

The most common sources of advice on this matter were solicitors (n=24), family and friends (n=11), social services or social worker (n=10) and statutory maintenance service (CMS) (n=6) (Table 51).

All PWCs who knew how much child maintenance they should receive if CMS calculated their maintenance amount were asked who provided this information to them.

Table 52: People and organisations from whom the PWC received advice on child maintenance amount[^]

	Freq	%[∞]
Statutory maintenance service (CMS) telephone contact	241	64.4%
Statutory maintenance service (CMS) internet/online calculation	117	31.3%
Child Maintenance Choices/NI Direct	17	4.5%
Statutory maintenance service (CMS) letter	13	3.5%
Online, Google, etc.	10	2.7%
Family and friends	7	1.9%
Solicitor	5	1.3%
Social services or social worker	*	*
Jobs and Benefits Office/New Deal for lone parents adviser	*	*
Support group/voluntary organisation/charity	*	*
Other	*	*
None of these	15	4.0%
Don't know	*	*
Sample Size	374	

[∞]Multiple responses permitted so percentages may not sum to 100.0%

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

The majority (64.4%) found out this information from telephone contact with CMS while more than 3 in 10 (31.3%) found this out from online contact with CMS. Child Maintenance Choices was the third most popular response, however, only 4.5% received information on the child maintenance amount this way (Table 52).

A section of questions in the survey collected information about the different ways the PWC may get information about child maintenance.

All PWCs (n=854) were asked if they would know where to go if they needed any help, support or information about setting up a child maintenance arrangement. The majority of PWCs (69.1%) reported that they would do.

All PWCs who stated that they knew where to go if they needed any help, support or information about setting up a child maintenance arrangement were then asked where they would actually go for help, support or information about setting up a child maintenance arrangement.

Table 53: Where PWCs would go for help, support or information in setting up a child maintenance arrangement? ^

	Freq	%[∞]
Child maintenance service (CMS)	440	75.2%
Online, Google, etc.	132	22.6%
Citizens Advice Bureau (CAB)	111	19.0%
Child Maintenance Choices/NI Direct	51	8.7%
Solicitor	22	3.8%
Social services or social worker	20	3.4%
Jobs and Benefits Office/New Deal for lone parents adviser	17	2.9%
Family and friends	13	2.2%
Support group/voluntary organisation/charity	6	1.0%
Other	*	*
Sample Size	585	

[∞]Multiple responses permitted so percentages may not sum to 100.0%

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

The majority of respondents stated that they would go to CMS (75.2%) and over one fifth stated that they would go online (22.6%). Only 8.7% of PWCs reported that they would use the services of Child Maintenance Choices for this purpose (Table 53).

All PWCs were asked if they had ever received any information or support with making decisions about child maintenance from a list of people or organisations, including the use of leaflets or websites.

Table 54: People and organisations from whom the PWC received advice on making decisions about child maintenance[^]

	Freq	% [∞]
Child maintenance service (CMS)	377	44.5%
Child Maintenance Choices/NI Direct	50	5.9%
Online, Google, etc.	47	5.5%
Family and friends	46	5.4%
Solicitor	40	4.7%
Citizens Advice Bureau (CAB)	38	4.5%
Social services or social worker	12	1.4%
Jobs and Benefits Office/New Deal for lone parents adviser	11	1.3%
Support group/voluntary organisation/charity	11	1.3%
Other	7	0.8%
No	387	45.6%
Sample Size	848	

[∞]Multiple responses permitted so percentages may not sum to 100.0%

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

More than two out of five respondents stated that they had received information or support from CMS (44.5%) with regards to making decisions about child maintenance. The comparative figure with regard to the use of Child Maintenance Choices for this information was 5.9%. Only 5.5% of respondents stated that they received similar information online.

More than two out of five respondents (45.6%) said that they had not received any information or support with making decisions about child maintenance (Table 54).

Those PWCs who had received any information or support from any person or organisation were then asked if they had contacted them in the last 12 months.

Table 55: People and organisations from whom the PWC received advice on making decisions about child maintenance in last 12 months[^]

	Freq	% [∞]
Child maintenance service (CMS)	156	40.8%
Child Maintenance Choices/NI Direct	33	8.6%
Online, Google, etc.	20	5.2%
Family and friends	16	4.2%
Solicitor	14	3.7%
Citizens Advice Bureau (CAB)	13	3.4%
Social services or social worker	7	1.8%
Support group/voluntary organisation/charity	5	1.3%
Jobs and Benefits Office/New Deal for lone parents adviser	*	*
Other	*	*
No information or support received from people or organisations in the last 12 months	204	53.4%
Sample Size	382	

[∞]Multiple responses permitted so percentages may not sum to 100.0%

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

The majority of respondents (53.4%) said that they had not received any information or support with making decisions about child maintenance in the last 12 months.

The most common source of information or support with regards to making decisions about child maintenance in the last 12 months was CMS (40.8%).

Child Maintenance Choices were mentioned by less than 1 in 10 respondents (8.6%), while 5.2% said they had received advice on this matter online in the last 12 months (Table 55).

All PWCs who had made any arrangements and had received advice from someone on making decisions about child maintenance were asked to assess how important the information and support they received had been, in helping them to put an arrangement with the NRP in place.

Table 56: Importance of information and support received in helping PWC with putting a child maintenance arrangement in place[^]

	Freq	%
Very important	139	45.9%
Moderately important	88	29.0%
Neutral importance	27	8.9%
Slightly important	14	4.6%
Low importance	35	11.6%
Sample Size	303	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

More than 7 in 10 PWCs (74.9%) thought the information they had received was very important or moderately important in setting up their arrangement.

More than 1 in 10 PWCs (16.2%) thought the information was either only slightly important or of low importance (Table 56).

PWCs who had not received information or support from Child Maintenance Choices were given some information on the services offered from Choices. They were then asked how likely they would be to use this service for information or support in making a private arrangement in the future.

Table 57: Likelihood of asking Choices for information or support in making a family based/private arrangement[^]

	Freq	%
Very likely	86	12.4%
Likely	101	14.5%
Neither likely nor unlikely	13	1.9%
Unlikely	119	17.1%
Very unlikely	329	47.3%
Don't know	48	6.9%
Sample size	696	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Over one quarter of respondents (26.9%) said that they would be very likely or likely to ask Choices for information or support in making a private arrangement (Table 57).

The same PWCs were asked how likely they would be in using the same service for information or support in making an application to CMS for child maintenance from the NRP.

Table 58: Likelihood of asking Choices for information or support in making a CMS arrangement[^]

	Freq	%
Very likely	113	16.5%
Likely	109	15.9%
Neither likely nor unlikely	19	2.8%
Unlikely	114	16.7%
Very unlikely	269	39.3%
Don't know	60	8.8%
Sample size	684	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Over 3 in 10 respondents (32.5%) said that they would be very likely or likely to ask Choices for information or support in making a CMS arrangement. By contrast 56.0% stated that they would be unlikely or very unlikely to use the Choices service for this purpose (Table 58).

1.13 PWCs' views and attitudes

This section of questions in the survey was designed to collect information on the PWCs' views and attitudes about their current child maintenance situation. All respondents were asked how much they agree or disagree with a range of statements as noted in Table 59.

Table 59: PWCs' attitudes to child maintenance situation (all PWCs) ^

	Sample Size	Agree		Neither		Disagree	
		Freq	%	Freq	%	Freq	%
I am happy with the child maintenance situation as it is	790	541	68.5%	36	4.6%	213	27.0%
I don't feel worried when I think about the child maintenance situation	794	551	69.4%	37	4.7%	206	25.9%
I feel guilty when I think about the child maintenance situation	791	52	6.6%	20	2.5%	719	90.9%
I would like the child maintenance situation to be different	793	347	43.8%	50	6.3%	396	49.9%
I feel angry when I think about the child maintenance situation	792	255	32.2%	60	7.6%	477	60.2%
Dealing with child maintenance is more hassle than it is worth	762	277	36.4%	77	10.1%	408	53.5%

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

More than half of PWCs agreed that they were happy with the child maintenance situation as it is (68.5%) and that they don't feel worried when they think about the child maintenance situation (69.4%). The majority (90.9%) of PWCs disagreed that they feel guilty when they think about the child maintenance situation. Over half (60.2%) of PWCs disagreed that they feel angry when they think about the child maintenance situation.

These views and attitudes can also be analysed by arrangement type. Results in this section are analysed by unique arrangement type. This means that responses from each individual has been assigned to only one group. PWCs with more than one type of arrangement in place (i.e. two or more of statutory, court and private) are assigned to the 'multiple arrangements' group. Table 60 details the responses from those with only a statutory arrangement in place.

Table 60: PWCs' attitudes to child maintenance situation (statutory only) ^

	Sample Size	Agree		Neither		Disagree	
		Freq	%	Freq	%	Freq	%
I am happy with the child maintenance situation as it is	294	181	61.6%	14	4.8%	99	33.7%
I don't feel worried when I think about the child maintenance situation	296	180	60.8%	10	3.4%	106	35.8%
I feel guilty when I think about the child maintenance situation	296	#	#	*	*	270	91.2%
I would like the child maintenance situation to be different	295	150	50.8%	17	5.8%	128	43.4%
I feel angry when I think about the child maintenance situation	296	122	41.2%	19	6.4%	155	52.4%
Dealing with child maintenance is more hassle than it is worth	295	94	31.9%	18	6.1%	183	62.0%

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

Compared with the analysis pertaining to all respondents as detailed in Table 59, a higher proportion of PWCs with statutory arrangements disagreed that they do not feel worried when they think about the child maintenance situation (35.8%). A higher proportion also agreed that they feel angry when they think about the child maintenance situation (41.2%). A higher proportion of PWCs with statutory arrangements (50.8%) agreed that they would like the child maintenance situation to be different and disagreed that dealing with child maintenance is more hassle than it is worth (62.0%).

Table 61 details responses to these questions for respondents who have multiple arrangements in place.

Table 61: PWCs' attitudes to child maintenance situation (multiple arrangements) ^

	Sample Size	Agree		Neither		Disagree	
		Freq	%	Freq	%	Freq	%
I am happy with the child maintenance situation as it is	61	46	75.4%	*	*	#	#
I don't feel worried when I think about the child maintenance situation	61	49	80.3%	*	*	#	#
I feel guilty when I think about the child maintenance situation	61	*	*	*	*	57	93.4%
I would like the child maintenance situation to be different	61	#	#	*	*	31	50.8%
I feel angry when I think about the child maintenance situation	61	17	27.9%	5	8.2%	39	63.9%
Dealing with child maintenance is more hassle than it is worth	60	#	#	*	*	43	71.7%

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

Compared with the analysis pertaining to all respondents as detailed in Table 59, a higher proportion of PWCs with multiple arrangements agreed that they are happy with the child maintenance situation as it is (75.4%). A higher proportion also agreed that they don't feel worried when they think about the child maintenance situation (80.3%).

A higher proportion of PWCs with multiple arrangements (71.7%) disagreed that dealing with child maintenance is more hassle than it is worth and a lower proportion agreed that they feel angry when they think about the child maintenance situation (27.9%).

Table 62 below details responses to these questions for respondents who have only a private arrangement in place.

Table 62: PWCs' attitudes to child maintenance situation (private only) ^

	Sample Size	Agree		Neither		Disagree	
		Freq	%	Freq	%	Freq	%
I am happy with the child maintenance situation as it is	194	161	83.0%	9	4.6%	24	12.4%
I don't feel worried when I think about the child maintenance situation	193	157	81.3%	9	4.7%	27	14.0%
I feel guilty when I think about the child maintenance situation	194	#	#	*	*	180	92.8%
I would like the child maintenance situation to be different	195	54	27.7%	10	5.1%	131	67.2%
I feel angry when I think about the child maintenance situation	194	29	14.9%	12	6.2%	153	78.9%
Dealing with child maintenance is more hassle than it is worth	178	46	25.8%	21	11.8%	111	62.4%

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

Compared with the analysis pertaining to all respondents as detailed in Table 59, a lower proportion of PWCs who had only a private arrangement in place disagreed that they are happy with the child maintenance situation as it is (12.4%).

A higher proportion of PWCs with private arrangements disagreed that they would like the child maintenance situation to be different (67.2%). A higher proportion also disagreed that they feel angry when they think about the child maintenance situation (78.9%), and agreed that they don't feel worried when they think about the child maintenance situation (81.3%).

Table 63 below details responses to these questions for respondents who have no arrangements in place.

Table 63: PWCs' attitudes to child maintenance situation (no arrangement) ^

	Sample Size	Agree		Neither		Disagree	
		Freq	%	Freq	%	Freq	%
I am happy with the child maintenance situation as it is	231	148	64.1%	10	4.3%	73	31.6%
I don't feel worried when I think about the child maintenance situation	234	158	67.5%	15	6.4%	61	26.1%
I feel guilty when I think about the child maintenance situation	231	14	6.1%	13	5.6%	204	88.3%
I would like the child maintenance situation to be different	233	111	47.6%	18	7.7%	104	44.6%
I feel angry when I think about the child maintenance situation	232	83	35.8%	23	9.9%	126	54.3%
Dealing with child maintenance is more hassle than it is worth	220	120	54.5%	31	14.1%	69	31.4%

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

Compared with the analysis pertaining to all respondents as detailed in Table 59, a lower proportion of PWCs with no arrangements disagreed that dealing with child maintenance is more hassle than it is worth (31.4%), disagreed that they feel angry when they think about the child maintenance situation (54.3%) and disagreed that they would like the child maintenance situation to be different (44.6%).

A higher proportion of those with no arrangements disagreed that they are happy with the child maintenance situation as it is (31.6%).

PWCs were asked their views on a further section of statements. Analysis of these statements is presented in Tables 64 to 68 below which detail the breakdown for all respondents followed by lower level analysis for each sub-group (i.e. those PWCs who have statutory, multiple, private or no arrangements in place). A summary of the main findings is detailed at the end of table 68.

Table 64: PWCs' attitudes to child maintenance situation (all PWCs) ^

	Sample Size	Agree		Neither		Disagree	
		Freq	%	Freq	%	Freq	%
I shouldn't have to approach the NRP to sort out child maintenance	733	523	71.4%	53	7.2%	157	21.4%
I can rely on the NRP to provide child maintenance	753	278	36.9%	58	7.7%	417	55.4%
Discussing child maintenance with the NRP would make things worse	706	442	62.6%	59	8.4%	205	29.0%
I can talk to the NRP about child maintenance without getting upset	689	234	34.0%	54	7.8%	401	58.2%
There is no need to talk about child maintenance with the NRP	688	408	59.3%	64	9.3%	216	31.4%
I don't mind having contact with him/her	724	344	47.5%	52	7.2%	328	45.3%
The NRP keeps his/her promises about child maintenance	705	285	40.4%	61	8.7%	359	50.9%
Talking to the NRP about child maintenance hasn't got me anywhere	647	344	53.2%	75	11.6%	228	35.2%
The NRP makes all of the decisions about child maintenance - I am not involved	693	191	27.6%	101	14.6%	401	57.9%
I need more help from the NRP	750	307	40.9%	44	5.9%	399	53.2%

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

Table 65: PWCs' attitudes to child maintenance situation (statutory only) ^

	Sample Size	Agree		Neither		Disagree	
		Freq	%	Freq	%	Freq	%
I shouldn't have to approach the NRP to sort out child maintenance	265	212	80.0%	16	6.0%	37	14.0%
I can rely on the NRP to provide child maintenance	292	66	22.6%	19	6.5%	207	70.9%
Discussing child maintenance with the NRP would make things worse	255	205	80.4%	17	6.7%	33	12.9%
I can talk to the NRP about child maintenance without getting upset	244	41	16.8%	15	6.1%	188	77.0%
There is no need to talk about child maintenance with the NRP	238	155	65.1%	16	6.7%	67	28.2%
I don't mind having contact with him/her	262	77	29.4%	16	6.1%	169	64.5%
The NRP keeps his/her promises about child maintenance	271	77	28.4%	21	7.7%	173	63.8%
Talking to the NRP about child maintenance hasn't got me anywhere	234	157	67.1%	24	10.3%	53	22.6%
The NRP makes all of the decisions about child maintenance - I am not involved	271	77	28.4%	42	15.5%	152	56.1%
I need more help from the NRP	288	127	44.1%	13	4.5%	148	51.4%

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

Table 66: PWCs' attitudes to child maintenance situation (multiple arrangements) ^

	Sample Size	Agree		Neither		Disagree	
		Freq	%	Freq	%	Freq	%
I shouldn't have to approach the NRP to sort out child maintenance	52	34	65.4%	*	*	#	#
I can rely on the NRP to provide child maintenance	56	29	51.8%	7	12.5%	20	35.7%
Discussing child maintenance with the NRP would make things worse	52	24	46.2%	7	13.5%	21	40.4%
I can talk to the NRP about child maintenance without getting upset	51	25	49.0%	*	*	#	#
There is no need to talk about child maintenance with the NRP	52	27	51.9%	7	13.5%	18	34.6%
I don't mind having contact with him/her	51	26	51.0%	*	*	#	#
The NRP keeps his/her promises about child maintenance	53	28	52.8%	5	9.4%	20	37.7%
Talking to the NRP about child maintenance hasn't got me anywhere	51	#	#	*	*	24	47.1%
The NRP makes all of the decisions about child maintenance - I am not involved	54	#	#	*	*	41	75.9%
I need more help from the NRP	54	27	50.0%	5	9.3%	22	40.7%

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

Table 67: PWCs' attitudes to child maintenance situation (private only) ^

	Sample Size	Agree		Neither		Disagree	
		Freq	%	Freq	%	Freq	%
I shouldn't have to approach the NRP to sort out child maintenance	190	106	55.8%	17	8.9%	67	35.3%
I can rely on the NRP to provide child maintenance	193	150	77.7%	15	7.8%	28	14.5%
Discussing child maintenance with the NRP would make things worse	187	72	38.5%	14	7.5%	101	54.0%
I can talk to the NRP about child maintenance without getting upset	189	119	63.0%	16	8.5%	54	28.6%
There is no need to talk about child maintenance with the NRP	188	102	54.3%	19	10.1%	67	35.6%
I don't mind having contact with him/her	192	142	74.0%	15	7.8%	35	18.2%
The NRP keeps his/her promises about child maintenance	190	146	76.8%	14	7.4%	30	15.8%
Talking to the NRP about child maintenance hasn't got me anywhere	179	42	23.5%	15	8.4%	122	68.2%
The NRP makes all of the decisions about child maintenance - I am not involved	186	44	23.7%	15	8.1%	127	68.3%
I need more help from the NRP	191	54	28.3%	13	6.8%	124	64.9%

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

Table 68: PWCs' attitudes to child maintenance situation (no arrangement) ^

	Sample Size	Agree		Neither		Disagree	
		Freq	%	Freq	%	Freq	%
I shouldn't have to approach the NRP to sort out child maintenance	217	163	75.1%	18	8.3%	36	16.6%
I can rely on the NRP to provide child maintenance	203	30	14.8%	15	7.4%	158	77.8%
Discussing child maintenance with the NRP would make things worse	203	135	66.5%	20	9.9%	48	23.6%
I can talk to the NRP about child maintenance without getting upset	196	47	24.0%	20	10.2%	129	65.8%
There is no need to talk about child maintenance with the NRP	201	117	58.2%	22	10.9%	62	30.8%
I don't mind having contact with him/her	210	94	44.8%	17	8.1%	99	47.1%
The NRP keeps his/her promises about child maintenance	182	31	17.0%	19	10.4%	132	72.5%
Talking to the NRP about child maintenance hasn't got me anywhere	174	116	66.7%	30	17.2%	28	16.1%
The NRP makes all of the decisions about child maintenance - I am not involved	173	57	32.9%	41	23.7%	75	43.4%
I need more help from the NRP	208	94	45.2%	11	5.3%	103	49.5%

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

More than half of all PWCs agreed that they should not have to approach the NRP to sort out child maintenance (71.4%), that discussing child maintenance with the NRP would make things worse (62.6%), that there is no need to talk about child maintenance with the NRP (59.3%), and that talking to the NRP about child maintenance hasn't got them anywhere (53.2%).

Over half of these PWCs disagreed that they can rely on the NRP to provide child maintenance (55.4%), that they can talk to the NRP about child maintenance without getting upset (58.2%), that the NRP makes all of the decisions about child maintenance (57.9%) and that they need more help from the NRP (53.2%).

Half of PWCs disagreed that the NRP keeps his/her promises about child maintenance (50.9%).

Similar proportions of PWCs agreed as disagreed that they do not mind having contact with the NRP (47.5% agreed, 45.3% disagreed). (Table 64)

Comparing the results of all respondents to those with specific arrangements in place there are a number of differences:

- There was a higher proportion of PWCs with a statutory arrangement who agreed that discussing child maintenance with the NRP would make things worse (80.4%), who disagreed that they can talk to the NRP about child maintenance without getting upset (77.0%) and who disagreed that they do not mind having contact with the NRP (64.5%). (Table 65)
- A higher proportion of PWCs with multiple arrangements disagreed that the NRP makes all of the decisions about child maintenance (75.9%). A lower proportion of PWCs with multiple arrangements disagreed that they can rely on the NRP to provide child maintenance (35.7%) and agreed that discussing child maintenance with the NRP would make things worse (46.2%). (Table 66)
- A lower proportion of PWCs with private arrangements disagreed that they can rely on the NRP to provide child maintenance (14.5%). A higher proportion of PWCs with private arrangements agreed that the NRP keeps his/her promises about child maintenance (76.8%) and disagreed that talking to the NRP about child maintenance has not got them anywhere (68.2%). (Table 67)
- A higher proportion of those with no arrangement in place disagreed that they can rely on the NRP to provide child maintenance (77.8%). A lower proportion agreed that the NRP keeps his/her promises about child maintenance (17.0%) and disagreed that talking to the NRP about child maintenance hasn't got them anywhere (16.1%). (Table 68)

1.14 PWCs' financial circumstances

A section of questions were included in the questionnaire exploring the PWCs' financial circumstances. Results in this section are analysed by unique arrangement type. This means that each respondent has been assigned to only one group. PWCs with more than one type of arrangement in place (i.e. two or more of statutory, court and private) are assigned to the 'multiple arrangements' group.

Table 69: PWC employment status by arrangement type[^]

	Statutory		Multiple arrangements		Private		No arrangement		Overall	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Working 16 or more hours per week	116	39.2%	16	26.2%	98	49.2%	107	37.9%	340	40.0%
Looking after the home or family/Caring for a sick, elderly or disabled person^{\$}	60	20.3%	11	18.0%	33	16.6%	61	21.6%	168	19.8%
Unemployed and seeking work	61	20.6%	10	16.4%	24	12.1%	44	15.6%	140	16.5%
Working fewer than 16 hours per week	35	11.8%	11	18.0%	18	9.0%	20	7.1%	85	10.0%
Sick/disabled^{\$}	13	4.4%	9	14.8%	13	6.5%	33	11.7%	69	8.1%
Full time education/at school/on a training scheme^{\$}	*	*	*	*	5	2.5%	*	*	16	1.9%
Other^{\$}	#	#	*	*	8	4.0%	#	#	31	3.7%
Sample size	296		61		199		282		849	

^{\$} Please note some categories have been combined due to small numbers

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Two fifths of respondents (40.0%) stated that they were working 16 or more hours per week (Table 69). The proportion of PWCs who have this employment status is greater amongst those who have private arrangements (49.2%) than those with statutory arrangements (39.2%), no arrangements (37.9%) and multiple arrangements (26.2%).

The second most common response was ‘looking after the home or family, or caring for a sick, elderly or disabled person’. The figures for each arrangement type are as follows – statutory 20.3%, multiple arrangements 18.0%, private 16.6%, no arrangement 21.6%, overall 19.8%.

PWCs were asked to rate on a scale of 1-5 where 1 is not at all well and 5 is very well, how well overall they think that their household is currently managing financially.

Table 70: Financial management of household by arrangement type[^]

	Statutory		Multiple arrangements		Private		No arrangement		Overall	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
1 – Not at all well or 2^{\$}	56	18.9%	13	21.3%	18	9.1%	55	19.2%	143	16.8%
3	#	#	#	#	#	#	#	#	385	45.1%
4	65	21.9%	12	19.7%	59	29.8%	56	19.6%	192	22.5%
5 – Very well	40	13.5%	9	14.8%	36	18.2%	35	12.2%	124	14.5%
Don’t know	*	*	*	*	*	*	*	*	9	1.1%
Sample size	297		61		198		286		853	

^{\$} Please note some categories have been combined due to small numbers

[^] ‘Not Applicable’ and/or ‘Refused’ were removed from the sample before analysis was carried out

Table 70 shows that the most frequent rating by PWCs of their household’s current financial situation was 3 out of 5 (45.1%).

A higher proportion of PWCs with private arrangements stated that their household was managing very well (18.2%, compared with statutory arrangement 13.5%, multiple arrangements 14.8%, no arrangement 12.2%, overall 14.5%) or rated financial management as 4 out of 5 (29.8%, compared with statutory 21.9%, multiple arrangements 19.7%, no arrangement 19.6%, overall 22.5%).

The PWCs were asked what type of income they and other members of their household receive.

Table 71: Sources of income by arrangement type [^]

	Statutory		Multiple arrangements		Private		No arrangement		Overall	
	Freq	% [∞]	Freq	% [∞]	Freq	% [∞]	Freq	% [∞]	Freq	% [∞]
Child Benefit	239	86.0%	43	76.8%	175	88.4%	236	84.9%	702	85.5%
Child Tax Credit	237	85.3%	44	78.6%	163	82.3%	225	80.9%	678	82.6%
Earnings from employment/self-employment	120	43.2%	14	25.0%	113	57.1%	116	41.7%	367	44.7%
Working Tax Credit	92	33.1%	19	33.9%	80	40.4%	99	35.6%	291	35.4%
Housing Benefit	79	28.4%	20	35.7%	56	28.3%	86	30.9%	246	30.0%
Income Support	79	28.4%	18	32.1%	44	22.2%	79	28.4%	226	27.5%
Child or spouse maintenance from a former partner	86	30.9%	17	30.4%	79	39.9%	9	3.2%	194	23.6%
Disability Living Allowance	39	14.0%	13	23.2%	23	11.6%	55	19.8%	134	16.3%
Employment and Support Allowance	32	11.5%	6	10.7%	16	8.1%	49	17.6%	104	12.7%
Carer's Allowance	26	9.4%	7	12.5%	17	8.6%	39	14.0%	91	11.1%
Jobseeker's Allowance	11	4.0%	*	*	5	2.5%	5	1.8%	23	2.8%
Maternity Allowance	*	*	*	*	5	2.5%	*	*	10	1.2%
Other kind of income^{\$}	8	2.9%	5	8.9%	*	*	11	4.0%	28	3.4%
Sample size	278		56		198		278		821	

^{\$} Please note some categories have been combined due to small numbers

[∞] Multiple responses permitted so percentages may not sum to 100.0%

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Table 71 illustrates that the most common responses were:

- Child Benefit (the figures for each arrangement type are as follows – statutory 86.0%, multiple 76.8%, private 88.4%, no arrangement 84.9%, overall 85.5%)
- Child Tax Credit (the figures for each arrangement type are as follows – statutory 85.3%, multiple 78.6%, private 82.3%, no arrangement 80.9%, overall 82.6%)
- Earnings from employment/self-employment (the figures for each arrangement type are as follows – statutory 43.2%, multiple 25.0%, private 57.1%, no arrangement 41.7%, overall 44.7%)

A higher percentage of PWCs with no arrangement reported that they received:

- Employment and Support Allowance (the figures for each arrangement type are as follows – statutory 11.5%, multiple 10.7%, private 8.1%, no arrangement 17.6%, overall 12.7%)
- Carer's Allowance (the figures for each arrangement type are as follows – statutory 9.4%, multiple 12.5%, private 8.6%, no arrangement 14.0%, overall 11.1%)

A higher percentage of those with a private arrangement stated that they receive the following sources of income:

- Child or spouse maintenance from a former partner (the figures for each arrangement type are as follows – statutory 30.9%, multiple 30.4%, private 39.9%, no arrangement 3.2%, overall 23.6%)
- Working Tax Credit (the figures for each arrangement type are as follows – statutory 33.1%, multiple 33.9%, private 40.4%, no arrangement 35.6%, overall 35.4%)

All PWCs were asked which of a set of income bands represented their total gross annual household income.

Table 72: PWC total gross annual household income by arrangement type ^

	Statutory		Multiple arrangements ‡	Private		No arrangement		Overall	
	Freq	%	Freq	Freq	%	Freq	%	Freq	%
Under £10,000	98	42.6%	23	53	32.3%	92	39.7%	269	39.4%
£10,000-£20,000	85	37.0%	#	66	40.2%	97	41.8%	271	39.7%
More than £20,000	47	20.4%	*	45	27.4%	43	18.5%	142	20.8%
Sample size	230		48	164		232		682	

‡ Caution small numbers

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

Table 72 shows that the most frequent response for total gross household annual income overall is “£10,000-£20,000” (the figures for each arrangement type are as follows – statutory 37.0%, private 40.2%, no arrangement 41.8%, overall 39.7%).

Section 2: Equality Questions

A section of questions were included in the questionnaire to collect information about the PWC's gender, marital status, age, disabilities, dependents, ethnicity, religion and sexual orientation. This information was collected for equality monitoring purposes. PWCs were not obliged to provide responses to these questions.

Table 73: PWC Gender [^]

	Freq	%
Female	821	96.2%
Male	32	3.8%
Sample Size	853	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Table 74: PWC Marital Status [^]

	Freq	%
Single, that is, never married and never registered in a same-sex civil partnership	508	60.0%
Married	143	16.9%
Separated, but still legally married	91	10.8%
Divorced/Widowed [§]	104	12.3%
Sample Size	846	

[§] Please note some categories have been combined due to small numbers

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Table 75: PWC age [^]

	Freq	%
16-24	58	6.9%
25-29	100	11.9%
30-34	159	19.0%
35-39	193	23.0%
40-44	148	17.7%
45-49	114	13.6%
50-54	51	6.1%
55-59	10	1.2%
60 or more	5	0.6%
Sample Size	838	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Table 76: PWC with long term illness, disability or infirmity [^]

	Freq	%
Yes	223	26.5%
No	#	#
Don't know	*	*
Sample Size	841	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Table 77: PWC with dependent adult [^]

	Freq	%
Yes	97	11.4%
No	751	88.6%
Sample Size	848	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Table 78: PWC ethnicity [^]

	Freq	%
White	840	99.3%
Other [§]	6	0.7%
Sample Size	846	

[§] Please note some categories have been combined due to small numbers

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Table 79: PWC religion [^]

	Freq	%
No religion	99	11.7%
Catholic	372	44.1%
Presbyterian	89	10.6%
Church of Ireland	44	5.2%
Methodist	7	0.8%
Protestant – Other [§]	203	24.1%
Christian – Other	24	2.8%
Any other religion [§]	5	0.6%
Sample Size	843	

[§] Please note some categories have been combined due to small numbers

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Table 80: Sexual orientation [^]

	Freq	%
Heterosexual/Straight	831	98.9%
Other ^{\$}	9	1.1%
Sample Size	840	

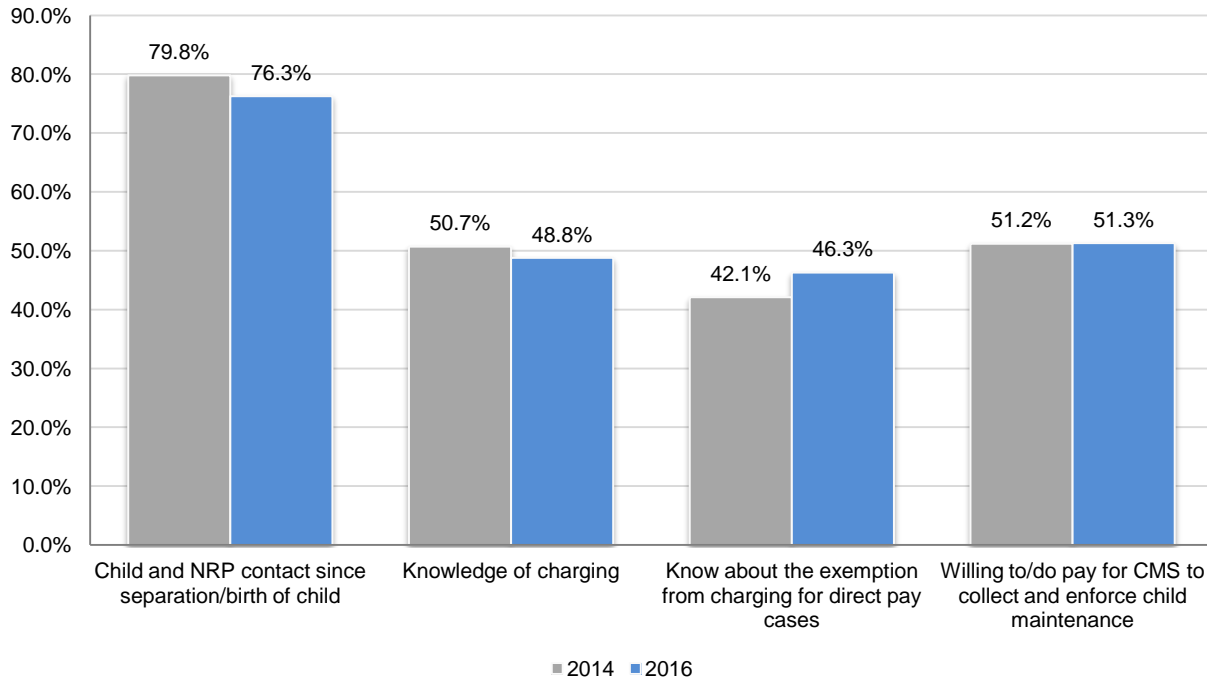
^{\$} Please note some categories have been combined due to small numbers

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

**Section 3:
Comparisons between
2014 and 2016 Population
survey results**

3.1 Overall comparisons between 2014 and 2016 Population survey reports

Figure 22: Comparisons between 2014 and 2016 Population survey reports [^]



[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Figure 22 shows almost 8 in 10 PWCs (79.8%) in the 2014 survey advised that their child had contact with the NRP since separation, or where never a couple, since birth. A lower proportion reported this in 2016, with 76.3% having contact.

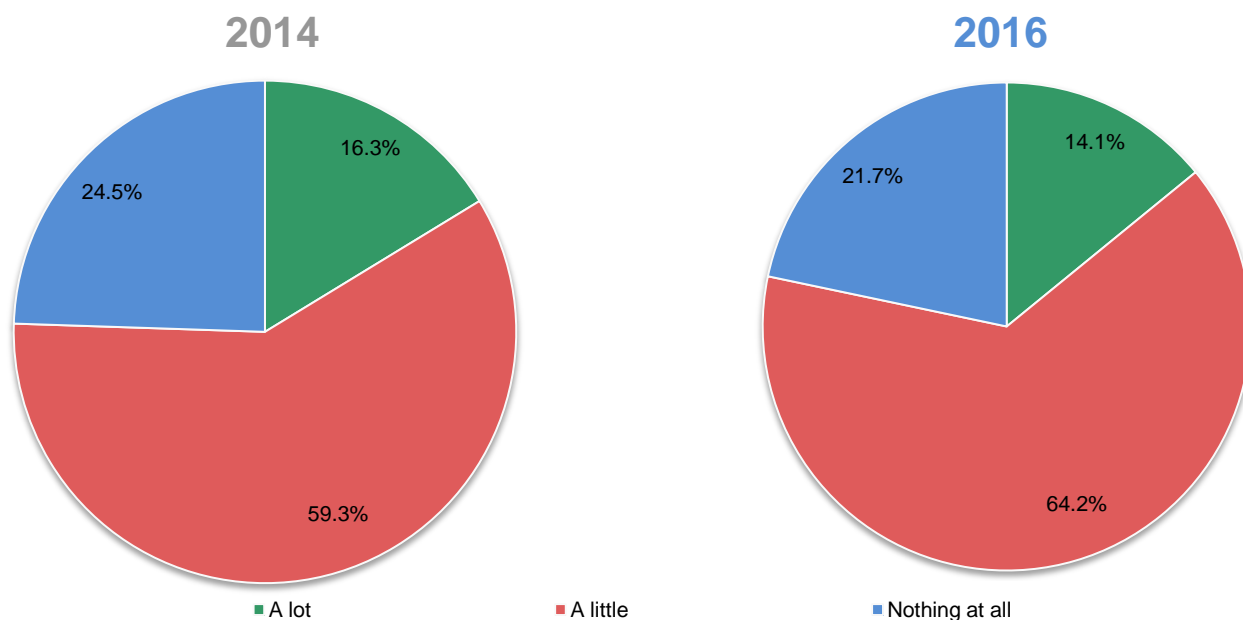
Knowledge of charging was slightly lower with respondents in the 2016 Population survey with 48.8% being aware of the introduction of charging, whereas in 2014 this was 50.7%.

There was an increase in the proportion who knew that direct pay cases are exempt from charging with 46.3% being aware of this in 2016 as opposed to 42.1% in 2014.

A similar percentage of respondents either are paying or would be willing to pay for CMS to collect and enforce child maintenance in the 2014 and 2016 Population surveys (51.2% and 51.3% respectively).

PWCs were asked on both the 2014 and 2016 Population surveys how much they knew about the services offered by CMS.

Figure 23: Comparisons of how much PWCs know about CMS services - 2014 and 2016 Population survey reports [^]



[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Figure 23 shows that less PWCs feel they know nothing at all about the services offered by CMS in 2016 (21.7%) than they did in 2014 (24.5%).

Further comparisons of PWC attitudes to their child maintenance situation between the 2014 and 2016 Population survey reports are shown in Figure 24 and Figure 25. PWCs were read a series of statements and were asked to respond whether they agreed or disagreed with the statement. A summary of the proportion of PWCs who agreed to the statements in each survey can be found on page 99 and page 100. Positive changes are coded as green regardless of the arrow direction.

There was a positive change for the majority of the statements with the most positive change being PWCs who advised they were happy with the child maintenance situation as it is (56.5% in 2014; 68.5% in 2016) and those who stated they do not feel worried when they think about the child maintenance situation (62.2% in 2014; 69.4% in 2016). There were however, some negative changes with increasing proportions of PWCs advising that discussing child maintenance with the NRP would make matters worse (58.4% in 2014; 62.6% in 2016) and talking to the NRP about child maintenance hasn't got them anywhere (49.9% in 2014; 53.2% in 2016).

Figure 24: Comparisons of PWCs' attitudes to their child maintenance situation- 2014 and 2016 Population survey reports [^]

■ Positive Change
 ■ Negative Change
 ■ Stay the same

	Agreed in 2014			Agreed in 2016	
I am happy with the child maintenance situation as it is	464	56.5%	↑	541	68.5%
	Sample size=821			Sample size=790	
I don't feel worried when I think about the child maintenance situation	511	62.2%	↑	551	69.4%
	Sample size=821			Sample size=794	
I feel guilty when I think about the child maintenance situation	89	10.9%	↓	52	6.6%
	Sample size=819			Sample size=791	
I would like the child maintenance situation to be different	395	48.2%	↓	347	43.8%
	Sample size=820			Sample size=793	
I feel angry when I think about the child maintenance situation	311	37.8%	↓	255	32.2%
	Sample size=823			Sample size=792	
Dealing with child maintenance is more hassle than it is worth	318	39.2%	↓	277	36.4%
	Sample size=811			Sample size=762	
I shouldn't have to approach the NRP to sort out child maintenance	533	65.8%	↑	523	71.4%
	Sample size=810			Sample size=733	
I can rely on the NRP to provide child maintenance	268	33.4%	↑	278	36.9%
	Sample size=802			Sample size=753	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Figure 25: Comparisons of PWCs' attitudes to their child maintenance situation- 2014 and 2016 Population survey reports [^]

■ Positive Change
 ■ Negative Change
 ■ Stay the same

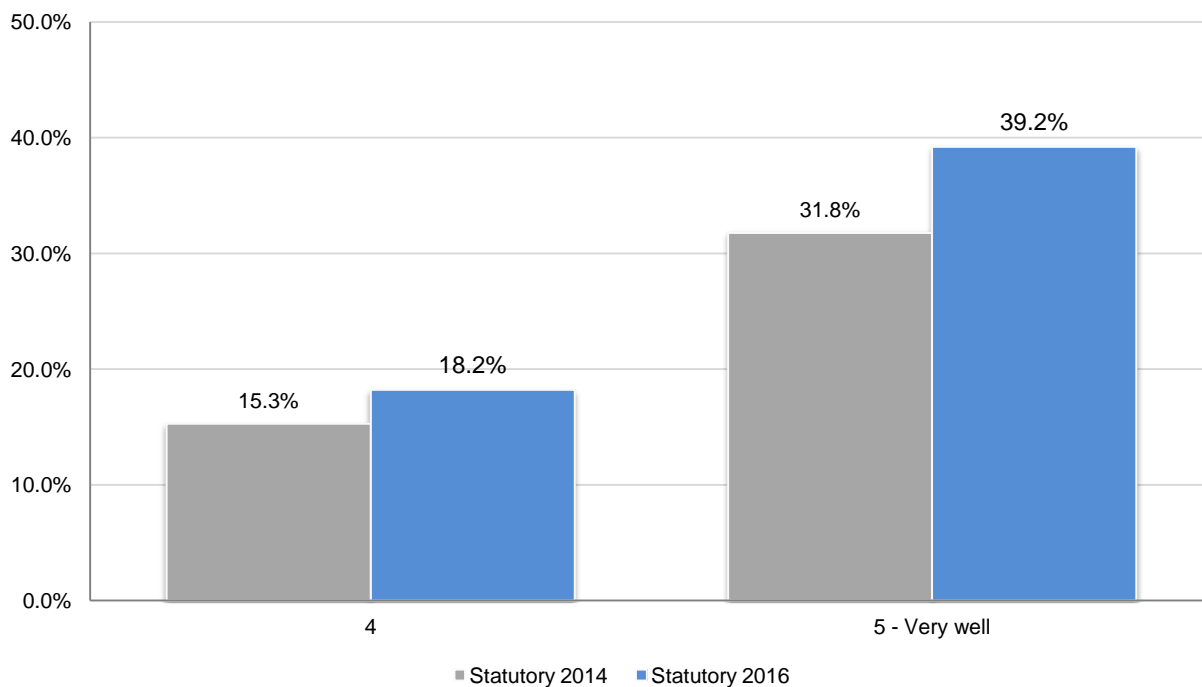
	Agreed in 2014			Agreed in 2016	
Discussing child maintenance with the NRP would make things worse	467	58.4%	↑	442	62.6%
	Sample size=799			Sample size=706	
I can talk to the NRP about child maintenance without getting upset	251	31.4%	↑	234	34.0%
	Sample size=800			Sample size=689	
There is no need to talk about child maintenance with the NRP	439	54.3%	↑	408	59.3%
	Sample size=808			Sample size=688	
I don't mind having contact with him/her	358	44.4%	↑	344	47.5%
	Sample size=807			Sample size=724	
The NRP keeps his/her promises about child maintenance	293	36.9%	↑	285	40.4%
	Sample size=793			Sample size=705	
Talking to the NRP about child maintenance hasn't got me anywhere	398	49.9%	↑	344	53.2%
	Sample size=798			Sample size=647	
The NRP makes all of the decisions about child maintenance - I am not involved	216	27.4%	=	191	27.6%
	Sample size=787			Sample size=693	
I need more help from the NRP	382	47.3%	↓	307	40.9%
	Sample size=807			Sample size=750	

[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

3.2 Comparisons between statutory respondents in the 2014 and 2016 Population survey reports

Respondents with statutory arrangements from the 2014 and 2016 Population surveys were asked a question on how well their arrangement is currently working for them on a scale of 1 – 5 where 5 is working very well and 1 is not at all well.

Figure 26: Comparisons between statutory respondents in the 2014 and 2016 Population surveys for those who said their arrangement was working well or very well (4 or 5) ^

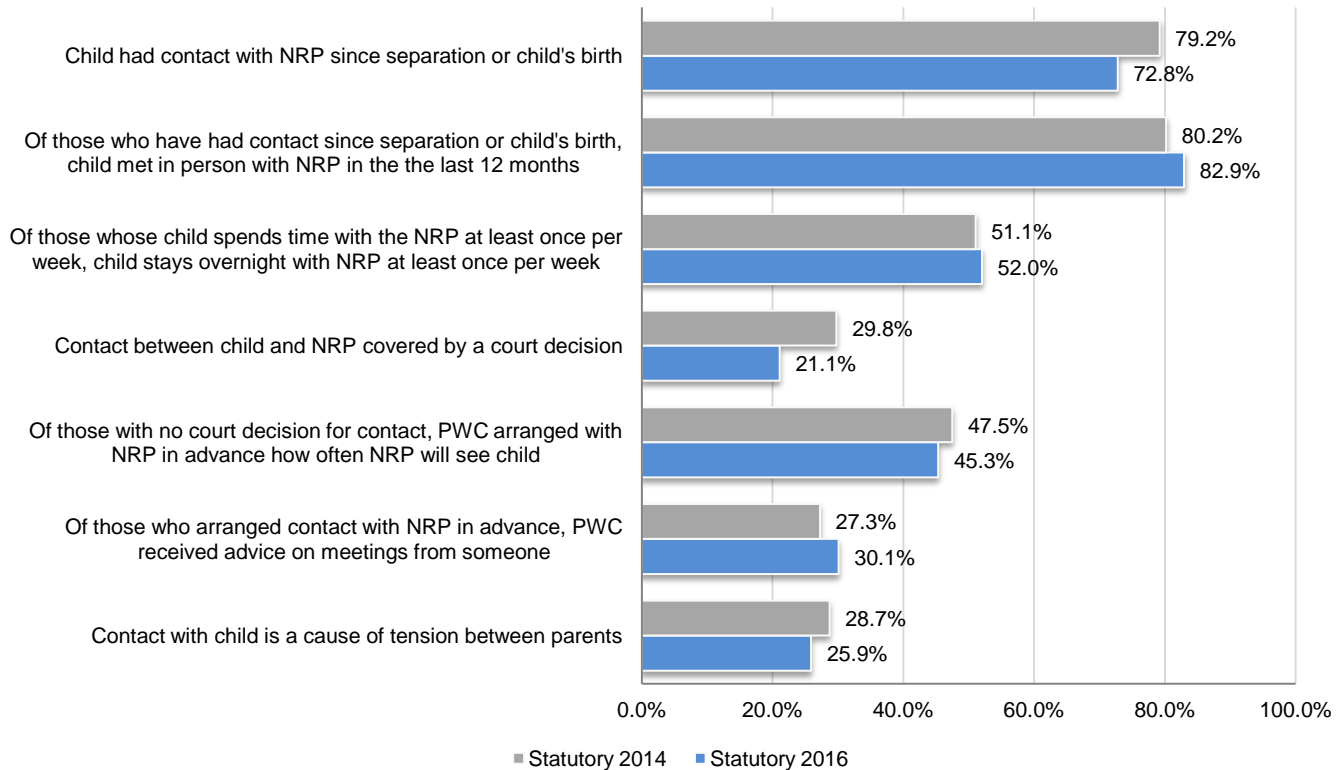


^ 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

As can be seen from Figure 26 the proportion of statutory respondents who agreed their arrangement was currently working well or very well was significantly higher in 2016 (57.4%) than 2014 (47.0%).

Respondents with statutory arrangements from the 2014 and 2016 Population surveys were asked a number of questions on contact between the NRP and the child. A summary of these comparisons is seen in Figure 27.

Figure 27: Comparisons of contact between NRP and Child for the 2014 and 2016 Population surveys for statutory respondents [^]



[^] 'Not Applicable' and/or 'Refused' were removed from the sample before analysis was carried out

Figure 27 shows that a lower proportion of PWCs in 2016 advised there was contact between the NRP and child since separation, or where never a couple, since child's birth (79.2% in 2014; 72.8% in 2016).

However, for those PWCs where there has been contact between the NRP and the child, a higher proportion of 2016 respondents advised their child and NRP had met in the last 12 months (80.2% in 2014; 82.9% in 2016). In addition, for those whose child spends time with the NRP at least once per week, there was an increase in 2016 in the number of PWCs whose child stayed overnight at least once per week (51.1% in 2014; 52.0% in 2016).

A smaller proportion of PWCs in 2016 advised that contact between the NRP and their child was covered by a court decision (29.8% in 2014; 21.1% in 2016) and that contact between the NRP and their child was a cause of tension (28.7% in 2014; 25.9% in 2016).

**Annex 1:
Child Maintenance
Population Survey
Questionnaire**

CMS Population Survey 2016-17 Questionnaire

Introduction and General Household Questions

Q1. [INTERVIEWER QUESTION] Which sample is respondent data taken from?

- | | |
|------------------|----------|
| 1. CMS | Go to Q2 |
| 2. Child Benefit | Go to Q3 |

Q2. May I please speak to _____?

Good morning/afternoon/evening. My name is _____ and I work for the Department for Communities. I'm phoning to conduct a confidential survey of people about child maintenance arrangements. Your name is one of those that has been randomly selected from CMS records.

Any information that you give will be treated in strict confidence. Individual results of the survey will not be passed to any other organisation or used in any way which can be associated with your name or address.

Is this a convenient time for you to participate in the survey?

- | | |
|--------|----------|
| 1. Yes | Go to Q5 |
| 2. No | Go to Q4 |

Q3. May I please speak to _____?

Good morning/afternoon/evening. My name is _____ and I work for the Department for Communities. I'm phoning to conduct a confidential survey of people about child maintenance arrangements. Your name is one of those that has been randomly selected from Child Benefit records.

Any information that you give will be treated in strict confidence. Individual results of the survey will not be passed to any other organisation or used in any way which can be associated with your name or address.

Is this a convenient time for you to participate in the survey?

- | | |
|--------|----------|
| 1. Yes | Go to Q5 |
| 2. No | Go to Q4 |

Q4. Is there another time we could contact you?

1. Yes *take note of time/date and call back at that time*
2. No *end survey*

Q5. How many dependent children are you legally responsible for in your household? By dependent we mean children aged up to and including 19 who are in full time education (e.g. at school or college or on a training scheme but not studying for a degree at university) (*if 0 end survey, if >0 Q6*)

Q6. How many of these dependent children have a parent(s) living elsewhere? (if 0 then end survey, if >0 Q7)

Q7. Now thinking about the children who have a parent(s) living elsewhere. Which of these children has the next birthday? You can give me a name or even use initials or any other convention so long as we know which child the questionnaire is referring to.

INTERVIEWER NOTE: MAKE A NOTE OF THE NAME SO YOU CAN PROMPT THE RESPONDENT IN LATER QUESTIONS.

Q8. What is the name of [child]'s non-resident parent?

You can give me a name or even use initials or any other convention so long as we know who the questionnaire is referring to.

INTERVIEWER NOTE: MAKE A NOTE OF THE NAME SO YOU CAN PROMPT THE RESPONDENT IN LATER QUESTIONS

Please note that if it is a person with care responding and there are 2 non-resident parents to this child, ask them to name the non-resident parent with whom they last had contact.

If respondent does not know the name enter on system 'don't know'.

For the remainder of this interview we will be asking about the arrangements you have in place with [NRP] regarding [child].

Statutory Arrangement

I would now like to talk to you about any child maintenance arrangements you might have. Again this is regarding arrangements with [NRP] for [Child] only.

Q9. Please can you tell me if you have a statutory arrangement with the Child Maintenance Service (CSA, CMED)? Again, this question refers to the arrangement that is in place, whether or not it is paid. (READ OUT)

- | | |
|--------|-----------|
| 1. Yes | Go to Q10 |
| 2. No | Go to Q19 |

Q10. Now thinking about the Child Maintenance Service arrangement that is currently in place, in what year was this arrangement first set up?

1. Before 1997
2. 1997-2001
3. 2002-2006
4. 2007-2011
5. 2012-2016

Q11. Is there currently a schedule in place for you to receive child maintenance through the Child Maintenance Service? PROMPT: A payment schedule is a table that shows details of how much child maintenance you should receive and when.

- | | |
|--------|-----------|
| 1. Yes | Go to Q13 |
| 2. No | Go to Q12 |

Q12. Why is there no schedule in place for you to receive child maintenance through the statutory service?

- | | |
|---------------------------------------|-----------|
| 1. [NRP] has been assessed to pay nil | Go to Q14 |
| 2. [NRP] cannot be traced | Go to Q14 |
| 3. System issues/problems | Go to Q14 |
| 4. Don't know | Go to Q14 |
| 5. Other (please specify) | Go to Q14 |

Q13. How much of the amount you are supposed to receive through the statutory arrangement do you usually receive? Would you say... (READ OUT)

- | | |
|---|-----------|
| 1. All of it | Go to Q15 |
| 2. Part of it | Go to Q16 |
| 3. None of it | Go to Q16 |
| 4. Arrangement just made recently/
First payment not due yet (DO NOT PROMPT) | Go to Q15 |

Q14. How is the child maintenance arranged through the statutory service meant to be paid to you? (READ OUT)

1. [NRP] pays directly to me, for example by bank transfer or cash Go to Q18
2. The Child Maintenance Service collects the money from [NRP] and then transfers this to me. Go to Q18
3. Don't know Go to Q18

Q15. How is the child maintenance arranged through the statutory service meant to be paid to you? (READ OUT)

1. [NRP] pays directly to me, for example by bank transfer or cash Go to Q18
2. The Child Maintenance Service collects the money from [NRP] and then transfers this to me. Go to Q18
3. Don't know Go to Q18

Q16. How is the child maintenance arranged through the statutory service meant to be paid to you? (READ OUT)

1. [NRP] pays directly to me, for example by bank transfer or cash Go to Q17
2. The Child Maintenance Service collects the money from [NRP] and then transfers this to me. Go to Q18
3. Don't know Go to Q18

Q17. As the arrangement is not providing you with all of the maintenance due, what is/ are the reasons for not moving to the Collect and Pay service administered through CMS? (MULTIPLE RESPONSE)

1. I was not aware I could change the method by which payments are made
2. The shortfall in payment is not significant
3. I do not want to cause tension between the non resident parent and myself
4. I do not want to pay charges
5. Other (please specify)

Q18. Please rate on a scale of 1-5 where 1 is not at all well and 5 is very well, how well overall do you think this statutory arrangement is working?

1. 1 - Not at all well Go to Q20
2. 2 Go to Q20
3. 3 Go to Q20
4. 4 Go to Q20
5. 5 - Very well Go to Q20
6. Don't know Go to Q20

Q19. Before today, did you know that you could arrange child maintenance through the Child Maintenance Service?

1. Yes
2. No

Court Orders

I would now like to talk to you about any other child maintenance arrangements you might have. Again this is regarding arrangements with [NRP] for [child] only.

Q20. Please can you tell me if you have a Court Order? Again, this question refers to the arrangement that is in place, whether or not it is paid. (READ OUT)

- | | |
|--------|-----------|
| 1. Yes | Go to Q21 |
| 2. No | Go to Q24 |

Q21. Now thinking about the Court Order arrangement you have in place, in what year was this court order made?

1. Before 1997
2. 1997-2001
3. 2002-2006
4. 2007-2011
5. 2012-2016

Q22. How much of the amount you are supposed to receive through the Court Order arrangement do you usually receive? Would you say... (READ OUT)

1. All of it
2. Part of it
3. None of it
4. Arrangement just made recently/First payment not due yet (DO NOT PROMPT)

Q23. Please rate on a scale of 1-5 where 1 is not at all well and 5 is very well, how well overall do you think the Court Order arrangement is working?

- | | |
|------------------------|-----------|
| 1. 1 - Not at all well | Go to Q25 |
| 2. 2 | Go to Q25 |
| 3. 3 | Go to Q25 |
| 4. 4 | Go to Q25 |
| 5. 5 - Very well | Go to Q25 |
| 6. Don't know | Go to Q25 |

Q24. Before today, did you know that you could arrange child maintenance through Court Orders/Consent Orders?

1. Yes
2. No

Private Arrangement

I would now like to talk to you about any other child maintenance arrangements you might have. Again this is regarding arrangements with [NRP] for [child] only.

Q25. Please can you tell me if you have a private arrangement? Again, this question refers to the arrangement that is in place, whether or not it is paid. (READ OUT)

1. Yes Go to Q26
2. No Go to Q30

Q26. What was your reason for coming to this arrangement and not using the Child Maintenance Service? (MULTIPLE RESPONSE)

1. Charges for the statutory scheme were off-putting
2. Choices/Ni Direct provided me with all the relevant information and this was the best arrangement
3. I have a good relationship with ___ and this was the best outcome for all involved
4. I did not wish to involve CMS due to past issues
5. Other (Please specify)
6. Don't know

Q27. Now thinking about the private arrangement you have in place, in what year did you make this arrangement?

1. Before 1997
2. 1997-2001
3. 2002-2006
4. 2007-2011
5. 2012-2016

Q28. How much of the amount you are supposed to receive through the private arrangement do you usually receive? Would you say... (READ OUT)

1. All of it
2. Part of it
3. None of it
4. Arrangement just made recently/First payment not due yet (DO NOT PROMPT)

Q29. Please rate on a scale of 1-5 where 1 is not at all well and 5 is very well, how well overall do you think that the private arrangement is working?

- | | |
|------------------------|-----------|
| 1. 1 - Not at all well | Go to Q31 |
| 2. 2 | Go to Q31 |
| 3. 3 | Go to Q31 |
| 4. 4 | Go to Q31 |
| 5. 5 - Very well | Go to Q31 |
| 6. Don't know | Go to Q31 |

Q30. Before today, did you know that you could privately arrange child maintenance with [NRP] just between yourselves?

1. Yes
2. No

No arrangement

Q31. [Interviewer Question] Does the respondent have CMS/Court/Private arrangement in place?

- | | |
|--------|-----------|
| 1. Yes | Go to Q38 |
| 2. No | Go to Q32 |

Q32. For what reasons are you not currently receiving any child maintenance? (MULTIPLE RESPONSE)

1. Waiting for an arrangement to be made from court/CMS/other organisation
2. I prefer not to receive child maintenance
3. Non Resident parent cannot afford to pay any maintenance
4. Non Resident parent said he/she would not pay/refused to pay maintenance
5. Don't know where Non Resident parent is
6. Non Resident parent is living abroad
7. Receiving maintenance would cause friction
8. Other, please specify
9. Don't know

Q33. You have stated that you currently have no child maintenance arrangement in place. However do you receive help from [NRP] in any of the following ways...? (READ OUT) (MULTIPLE RESPONSE)

1. Providing childcare
2. Driving children to/from activities
3. Doing housework
4. DIY/home improvements
5. Helping child with schoolwork
6. Financial help – for example paying for school fees, mortgage, clothes etc
7. Other, please specify
8. None of these

Q34. Have you ever previously had any arrangements in place to receive child maintenance?

- | | |
|--------|-----------|
| 1. Yes | Go to Q35 |
| 2. No | Go to Q37 |

Q35. Please can you tell me which, if any of the following arrangements you had in place?
This refers to all arrangements that were in place, whether or not they were paid.
(READ OUT) (MULTIPLE RESPONSE)

1. A statutory Child Maintenance Service arrangement (CMED, CSA)
2. A Court Order
3. A private arrangement

Q36. In what year did these arrangements come to an end?

1. Before 1997
2. 1997-2001
3. 2002-2006
4. 2007-2011
5. 2012-2016

Q37. Please rate on a scale of 1-5 where 1 is not working at all well and 5 is very well, how well overall do you think having no maintenance arrangement is working?

1. 1 - Not at all well
2. 2
3. 3
4. 4
5. 5 - Very well
6. Don't know

Contact Questions

Q38. Has [Child] had any contact at all with [NRP] since you separated, or if you were never in a relationship, since [child] was born?

- | | |
|--------|-----------|
| 1. Yes | Go to Q39 |
| 2. No | Go to Q52 |

Q39. Has [Child] met in person with [NRP] in the past twelve months?

- | | |
|---------------|-----------|
| 1. Yes | Go to Q40 |
| 2. No | Go to Q45 |
| 3. Don't know | Go to Q45 |

Q40. On average, how often do [Child] and [NRP] spend time together?

- | | |
|-------------------------------------|-------------------------------|
| 1. Once a day | Answer Q41-44, then go to Q46 |
| 2. At least once per week | Answer Q41-44, then go to Q46 |
| 3. At least once per fortnight | Answer Q41-44, then go to Q47 |
| 4. At least once per month | Answer Q41-44, then go to Q47 |
| 5. At least once every three months | Answer Q41-44, then go to Q47 |
| 6. At least once every six months | Answer Q41-44, then go to Q47 |
| 7. At least once per year | Answer Q41-44, then go to Q47 |
| 8. Less often | Answer Q41-44, then go to Q47 |
| 9. Don't know | Answer Q41-44, then go to Q47 |

Q41. If you need to change an arrangement for [Child] to meet [NRP], how willing or unwilling is [NRP] to change his/her arrangements?

1. Very willing
2. Quite willing
3. Neither willing nor unwilling
4. Quite unwilling
5. Very unwilling
6. (SPONTANEOUS) Don't know - child arranges it with his/her other parent
7. (SPONTANEOUS) Don't have regular arrangements
8. (SPONTANEOUS) Never change arrangements

Q42. How common or uncommon is it for [NRP] to change arrangements for his/her contact with [Child]? By this I mean altering times, cancelling appointments and so on.

1. Very common
2. Quite common
3. Mixed – sometimes common, sometimes uncommon
4. Quite uncommon
5. Very uncommon
6. (SPONTANEOUS) Varies too much to say
7. (SPONTANEOUS) Don't know - child arranges the contact with his/her other parent
8. (SPONTANEOUS) Don't know - don't have regular arrangements

Q43. And if [NRP] needs to change an arrangement to meet [Child], how easy or difficult is it for you or [Child] to change these arrangements?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. (SPONTANEOUS) Don't know - arrange it with his/her other parent
7. (SPONTANEOUS) Never change arrangements
8. (SPONTANEOUS) Don't have regular arrangements

Q44. How common or uncommon is it for you to change arrangements for [NRP]'s contact with [Child]? By this I mean altering times, cancelling appointments and so on.

1. Very common
2. Quite common
3. Mixed – sometimes common, sometimes uncommon
4. Quite uncommon
5. Very uncommon
6. (SPONTANEOUS) Varies too much to say
7. (SPONTANEOUS) Don't know - child arranges the contact with his/her other parent
8. (SPONTANEOUS) Don't know - don't have regular arrangements

Q45. Has [Child] met in person with [NRP] since the two of you separated, or if you were never in a relationship, since [child] was born?

- | | |
|---------------|-----------|
| 1. Yes | Go to Q47 |
| 2. No | Go to Q47 |
| 3. Don't know | Go to Q47 |

Q46. Does [Child] stay overnight with [NRP] on average at least one night per week?

1. Yes
2. No
3. Don't know

Q47. In the last 12 months, has [Child] had contact with [NRP] in any other ways? For example via phone calls, text messages, emails, etc.

1. Yes
2. No
3. Don't know

Q48. Is contact between [Child] and [NRP] covered by a court decision?

- | | |
|--------|-----------|
| 1. Yes | Go to Q53 |
| 2. No | Go to Q49 |

Q49. Have you and [NRP] arranged in advance how often he/she will see [Child]?

- | | |
|--------|-----------|
| 1. Yes | Go to Q50 |
| 2. No | Go to Q53 |

Q50. When you made this arrangement, was anyone involved in giving advice to you?

- | | |
|--------|-----------|
| 1. Yes | Go to Q51 |
| 2. No | Go to Q53 |

Q51. From whom did you receive advice about meetings between [Child] and [NRP]?
(MULTIPLE RESPONSE)

- | | |
|---|-----------|
| 1. Family and friends | Go to Q53 |
| 2. Statutory maintenance service (CMS) | Go to Q53 |
| 3. Child Maintenance Choices/NI Direct | Go to Q53 |
| 4. Citizens Advice Bureau (CAB) | Go to Q53 |
| 5. Social services or social worker | Go to Q53 |
| 6. Jobs and Benefits Office/New Deal for Lone Parents adviser | Go to Q53 |
| 7. Support group/voluntary organisation/charity | Go to Q53 |
| 8. Solicitor | Go to Q53 |
| 9. Online, Google, etc. | Go to Q53 |
| 10. Other please specify | Go to Q53 |

Q52. Is contact between [child] and [NRP] covered by a court decision?

1. Yes
2. No

Q53. When making decisions about contact with [Child], would you say that decisions are made..? (READ OUT)

1. Mainly by you
2. Mainly by [NRP]
3. You and [NRP] have a roughly equal say
4. SPONTANEOUS: It depends on the decision
5. Other, please specify

Q54. Would you say that contact with [Child] is a cause of tension between you and [NRP]?

1. Yes
2. No

Q55. Have you had any contact at all with [NRP] since the two of you separated, or if you were never in a relationship, since [child] was born?

1. Yes Go to Q56
2. No Go to Q64

Q56. I am now going to ask you about the contact that you have with [NRP]. Have you met with [NRP] in the past twelve months?

1. Yes Go to Q57
2. No Go to Q58

Q57. How often do you usually see [NRP]?

1. Once a day Go to Q59
2. At least once per week Go to Q59
3. At least once per fortnight Go to Q59
4. At least once per month Go to Q59
5. At least once every three months Go to Q59
6. At least once every six months Go to Q59
7. At least once per year Go to Q59
8. Less often Go to Q59

Q58. Have you met with [NRP] since the two of you separated, or if you were never in a relationship, since [child] was born?

1. Yes
2. No

Q59. In the last 12 months, have you had contact with [NRP] in any other ways? For example via phone calls, text messages, emails, etc.

1. Yes
2. No
3. Don't Know

Q60. How would you describe your relationship with [NRP] in recent times? (READ OUT)

1. Very friendly
2. Quite friendly
3. Neither friendly or unfriendly
4. Not very friendly
5. Not at all friendly
6. Mixed - sometimes friendly, sometimes unfriendly

Q61. Have you ever discussed financial matters, such as child maintenance, with [NRP]?

1. Yes Go to Q62
2. No Go to Q64

Q62. When did you and [NRP] discuss financial matters most recently? (READ OUT)

1. In the last couple of days
2. In the last week
3. In the last fortnight
4. In the last month
5. In the last six months
6. More than six months ago

Q63. How easy or difficult did you find it to discuss financial matters, including child maintenance, with [NRP]? (READ OUT)

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult

Q64. When important decisions, such as those relating to education or health, have to be made in [Child]'s life, would you say decisions are made..? (READ OUT)

1. Mainly by you
2. Mainly by [NRP]
3. You and [NRP] have a roughly equal say
4. (SPONTANEOUS) It depends on the decision
5. Other, please specify

Non-Resident Parent Questions

I am now going to ask you a few questions about [NRP] and the time when you separated. IF NECESSARY: As some people can find these questions a bit sensitive, I would just like to remind you that you are free to refuse to answer any question I ask you.

Q65. Can I just check, which of these best describes the relationship that you once had with [NRP]? (READ OUT)

- | | |
|---|-----------|
| 1. A married couple | Go to Q66 |
| 2. An unmarried couple, living together | Go to Q66 |
| 3. An unmarried couple, not living together | Go to Q66 |
| 4. Never a couple | Go to Q69 |
| 5. Refused | Go to Q69 |
| 6. Other (please specify) | Go to Q69 |

Q66. In what year did your relationship with [NRP] come to an end?

1. Before 1997
2. 1997-2001
3. 2002-2006
4. 2007-2011
5. 2012-2016

Q67. At that time, how many years had you been in a relationship with [NRP]? If less than 1 year, code as 0.

Q68. How would you describe your relationship with [NRP] at the time of the separation? (READ OUT)

1. Very friendly
2. Quite friendly
3. Neither friendly or unfriendly
4. Not very friendly
5. Not at all friendly
6. Mixed - sometimes friendly, sometimes unfriendly
7. Refused

Q69. Is [NRP] currently living with someone as a couple?

1. Yes
2. No
3. Don't know

Q70. Does [NRP] have any other children of his/her own?

1. Yes
2. No
3. Don't know

Knowledge of statutory service

I would now like to ask you some questions about your knowledge of the Child Maintenance Service.

Q71. If the Child Maintenance Service calculated your maintenance amount, do you know how much you should receive from [NRP]?

- | | |
|--------|-----------|
| 1. Yes | Go to Q72 |
| 2. No | Go to Q73 |

Q72. From whom did you find out how much child maintenance you should receive from [NRP]? (MULTIPLE RESPONSE)

1. Statutory maintenance service (CMS) / Child Support Agency (CSA) / Child Maintenance and Enforcement Division (CMED) telephone contact
2. Statutory maintenance service (CMS) / Child Support Agency (CSA) / Child Maintenance and Enforcement Division (CMED) internet/online calculation
3. Family and friends
4. Child Maintenance Choices/NI Direct
5. Citizens Advice Bureau (CAB)
6. Social services or social worker
7. Jobs and Benefits Office/New Deal for Lone Parents adviser
8. Support group/voluntary organisation/charity
9. Solicitor
10. Online, Google, etc.
11. Other, please specify
12. None of these

Q73. I am now going to ask you a few questions about the Child Maintenance Service and how you think it calculates maintenance payments. The Child Maintenance Service (CMED or CSA) works out the amount of child maintenance that non resident parents are expected to pay for their child/children. Which, if any, of the following factors do you think they take into account when calculating the amount of child maintenance? (READ OUT) (MULTIPLE RESPONSE)

1. The income of both the person/parent with care and the non-resident parent(s)
2. The income of only the person/parent who is living with the child
3. The income of only the parent(s) who is/are not living with the child
4. The income of the partner(s) living with the non resident parent(s)
5. Something else, please specify
6. None of these
7. Don't know

Q74. If the person/parent with care of the child is in receipt of benefits do you think this has any effect on the amount of child maintenance that a non-resident parent is due to pay?

1. Yes
2. It depends
3. No
4. Don't know

Q75. If the person/parent with care of the child is in receipt of child maintenance do you think this has any effect on the amount of benefits that they would be entitled to receive?

1. Yes
2. It depends
3. No
4. Don't know

Q76. Suppose that a non-resident parent looked after a child for one day every week but not for any overnight stays. Do you think that this has any effect on the amount of child maintenance the statutory maintenance service says he/she should be paying?

1. Yes
2. No
3. Don't know

Q77. If a non-resident parent looked after a child for at least one overnight stay per week, do you think that this has any effect on the amount of child maintenance the statutory maintenance service says he/she should be paying?

1. Yes
2. No
3. Don't know

Q78. Do you know how CMS can take action against a parent who does not pay child maintenance?

- | | |
|---------------|-----------|
| 1. Yes | Go to Q79 |
| 2. No | Go to Q80 |
| 3. Don't know | Go to Q80 |

Q79. In what ways can the Child Maintenance Service 'take action' against a parent who is not paying child maintenance? (MULTIPLE RESPONSE)

1. Take him/her to court
2. Get money taken out of his/her wages or salary
3. Get money taken out of his/her bank or building society account
4. Get the bank or building society to freeze his/her account
5. Get money deducted from any benefits he/she may be receiving
6. Stop paying any benefits he/she may be receiving
7. Make him/her sell goods (e.g. TV or car) or property (house/flat) to have money for maintenance
8. Take away his/her driving licence
9. Send him/her to prison
10. Other actions, please specify
11. Don't know

Q80. How much would you say you know about the services provided by the Child Maintenance Service? Would you say... (READ OUT)

1. A lot
2. A little
3. Nothing at all

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. The £20 Application Fee has been waived in Northern Ireland.

Q81. Did you know that the Child Maintenance Service had introduced charges to collect and enforce maintenance on statutory cases?

1. Yes
2. No
3. Don't know

Q82. 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. Did you know that you would be exempt from charging if you use the direct pay service?

1. Yes
2. No
3. Don't know

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

Q83. Would you be willing to pay to use the Child Maintenance Service as a service to collect and enforce child maintenance?

1. Yes
2. No
3. I do pay
4. Don't know

Sources of information about child maintenance

I am now going to ask you a few questions about different ways you may get information about child maintenance.

Q84. Would you know where to go if you needed any help, support or information about setting up a child maintenance arrangement?

- | | |
|--------|-----------|
| 1. Yes | Go to Q85 |
| 2. No | Go to Q86 |

Q85. Where would you go if you needed any help, support or information about setting up a child maintenance arrangement? (MULTIPLE RESPONSE)

1. Family and friends
2. Child maintenance service (CMS) / Child Support Agency (CSA) / Child Maintenance and Enforcement Division (CMED)
3. Child Maintenance Choices/NI Direct
4. Citizens Advice Bureau (CAB)
5. Social services or social worker
6. Jobs and Benefits Office/New Deal for Lone Parents adviser
7. Support group/voluntary organisation/charity
8. Solicitor
9. Online, Google, etc.
10. Other, please specify

Q86. Have you ever had any information or support with making decisions about child maintenance from any people or organisations, including the use of leaflets or websites? If yes: PROBE - Which? PROBE - Any others? (MULTIPLE RESPONSE)

1. Family and friends
2. Child maintenance service (CMS) / Child Support Agency (CSA) / Child Maintenance and Enforcement Division (CMED)
3. Child Maintenance Choices/NI Direct
4. Citizens Advice Bureau (CAB)
5. Social services or social worker
6. Jobs and Benefits Office/New Deal for Lone Parents adviser
7. Support group/voluntary organisation/charity
8. Solicitor
9. Online, Google, etc.
10. Other, please specify
11. No

Q87. Which, if any, people or organisations have you contacted about Child Maintenance in the last 12 months? (MULTIPLE RESPONSE)

1. Family and friends
2. Child maintenance service (CMS) / Child Support Agency (CSA) / Child Maintenance and Enforcement Division (CMED)
3. Child Maintenance Choices/NI Direct
4. Citizens Advice Bureau (CAB)
5. Social services or social worker
6. Jobs and Benefits Office/New Deal for Lone Parents adviser
7. Support group/voluntary organisation/charity
8. Solicitor
9. Online, Google, etc.
10. Other, please specify
11. No information or support received from people or organisations in the last 12 months

Q88. How important would you say the information and support you received has been in helping you put an arrangement for child maintenance with [NRP] in place? (READ OUT)

1. Very important
2. Moderately important
3. Neutral importance
4. Slightly important
5. Low importance
6. Not Applicable (please specify)

Q89. [Interviewer Question] Did the respondent mention Child Maintenance Choices?

- | | |
|--------|-----------|
| 1. Yes | Go to Q90 |
| 2. No | Go to Q96 |

Q90. How helpful or unhelpful were Child Maintenance Choices/NI Direct in helping you come to a decision about your child maintenance arrangement(s)? (READ OUT)

1. Not at all helpful
2. Slightly helpful
3. Somewhat helpful
4. Very helpful
5. Extremely helpful
6. Don't know

Q91. Thinking about the first time you were in contact with the Child Maintenance Choices/NI Direct service, how did this contact come about?

1. Respondent contacted Child Maintenance Choices/NI Direct by telephone/text phone
Go to Q92
2. Respondent contacted by Child Maintenance Choices/NI Direct by telephone/text phone
Go to Q92
3. Respondent contacted Child Maintenance Choices/NI Direct in writing/via email
Go to Q98
4. Respondent contacted by Child Maintenance Choices/NI Direct in writing/via email
Go to Q98
5. Respondent used internet
Go to Q98
6. Respondent used/received leaflet
Go to Q98

Q92. Did you discuss making family based/private child maintenance arrangements?

1. Yes
2. No

Q93. Did you discuss using the Child Maintenance Service to make child maintenance arrangements?

1. Yes
Go to Q94
2. No
Go to Q98

Q94. Did you discuss how the amount of maintenance is calculated when you use the Child Maintenance Service?

1. Yes
2. No

Q95. Did you discuss how the Child Maintenance Service can enforce maintenance payments, when parents refuse to pay it?

1. Yes
Go to Q98
2. No
Go to Q98

Q96. A government body was created to give information and support to separated parents about child maintenance. This agency is called Child Maintenance Choices/NI Direct. They can give you an idea of how much maintenance should be paid with CMS, but they also give information and support on how a private arrangement or consent order could be set up. How likely or unlikely would you be to ask Child Maintenance Choices/NI Direct for information or support in making a private arrangement for child maintenance from [NRP]? (READ OUT)

1. Very likely
2. Likely
3. Neither likely nor unlikely
4. Unlikely
5. Very unlikely
6. Not Applicable
7. Don't know

Q97. How likely or unlikely would you be to ask Child Maintenance Choices/NI Direct for information or support in making an application to the Child Maintenance Service for child maintenance from [NRP]? (READ OUT)

1. Very likely
2. Likely
3. Neither likely nor unlikely
4. Unlikely
5. Very unlikely
6. Not Applicable
7. Don't know

How the PWC feels about their child maintenance situation

Q98. I am now going to ask you a few questions about how you feel about your child maintenance situation. These questions are about the child maintenance situation you have with [NRP]. Using the scale, Agree, Neither Agree nor Disagree, and Disagree, please say whether you agree or disagree with each of the following statements?

1. I am happy with the child maintenance situation as it is
2. I don't feel worried when I think about the child maintenance situation
3. I feel guilty when I think about the child maintenance situation
4. I would like the child maintenance situation to be different
5. I feel angry when I think about the child maintenance situation
6. Dealing with child maintenance is more hassle than it is worth

Q99. Using the scale, Agree, Neither Agree nor Disagree, and Disagree, please say whether you agree or disagree with each of the following statements?

1. I shouldn't have to approach [NRP] to sort out child maintenance
2. I can rely on [NRP] to provide child maintenance
3. Discussing child maintenance with [NRP] would make things worse
4. I can talk to [NRP] about child maintenance without getting upset
5. There is no need to talk about child maintenance with [NRP]
6. I don't mind having contact with him/her
7. [NRP] keeps his/her promises about child maintenance
8. Talking to [NRP] about child maintenance hasn't got me anywhere
9. [NRP] makes all of the decisions about child maintenance - I am not involved
10. I need more help from [NRP]

Personal circumstances

I would now like to ask you a few questions about yourself.

Q100. May I just check, what is your current employment situation? Are you... (READ OUT)

1. Working 16 or more hours per week
2. Working fewer than 16 hours per week
3. Unemployed and seeking work
4. On a training scheme,
5. Full time education/at school
6. Sick/disabled (up to 6 months)
7. Sick/disabled (6 months or longer)
8. Looking after the home or family
9. Caring for a sick, elderly or disabled person
10. Retired
11. Other, please specify
12. Refused

I am now going to ask you about paying bills for things like electricity, gas and rates.

Q101. Please rate on a scale of 1-5 where 1 is not at all well and 5 is very well, how well overall do you think your household is currently managing financially?

1. 1 - Not at all well
2. 2
3. 3
4. 4
5. 5 - Very well
6. Don't know

Q102. Can you please tell me which sources of income you and other members of your household receive? (MULTIPLE RESPONSE)

1. Earnings from employment/self-employment
2. Income Support
3. Working Tax Credit (previously known as Working Families Tax Credit)
4. Jobseeker's Allowance
5. Employment and Support Allowance
6. Maternity Allowance
7. Statutory Maternity Pay
8. Child Tax Credit
9. Child Benefit
10. Child or spouse maintenance from a former partner
11. Housing Benefit
12. Incapacity Benefit
13. New Deal Allowance
14. Statutory Sick Pay
15. Disability Living Allowance
16. Carer's Allowance
17. Other state benefits or allowances
18. Income from savings and investment
19. Other kind of income, please specify
20. Refused

Q103. Which of the following bands represents your total gross annual household income?
By gross I mean your household income before any deductions for tax and national insurance. (READ OUT)

1. Under £10,000
2. £10,000-£20,000
3. More than £20,000
4. Refused

Equality Questions

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.

Q104. What is your gender?

1. Male
2. Female
3. Refused

Q105. What age were you on your last birthday?

Q106. What is your current legal marital status?

1. Single, that is, never married and never registered in a same-sex civil partnership
2. Married
3. Separated, but still legally married
4. Divorced
5. Widowed
6. in a registered same-sex civil partnership
7. Separated, but still legally in a same-sex civil partnership
8. Formerly in a same-sex civil partnership which is now legally dissolved
9. Surviving partner from a same-sex civil partnership
10. Refused

Q107. What is your ethnic group?

1. White
2. Irish Traveller

Mixed / Multiple ethnic groups

3. White and Black Caribbean
4. White and Black African
5. White and Asian
6. Any other Mixed / Multiple ethnic background, *please describe*

Asian / Asian British

7. Indian
8. Pakistani
9. Bangladeshi
10. Chinese
11. Any other Asian background, *please describe*

Black / African / Caribbean / Black British

12. African

13. Caribbean

14. Any other Black / African / Caribbean background, *please describe*

Other ethnic group

15. Arab

16. Any other ethnic group, *please describe*

17. *Refused*

Q108. If ethnic group is other please specify?

Q109. What is your religion, even if you are not currently practising?

1. No religion

2. Catholic

3. Presbyterian

4. Church of Ireland

5. Methodist

6. Baptist

7. Free Presbyterian

8. Brethren

9. Protestant – Other, including not specified

10. Christian – Other, including not specified

11. Buddhist

12. Hindu

13. Jewish

14. Muslim

15. Sikh

16. Any other religion, *please describe*

17. Refused

Q110. If religion is other please specify.

Q111. 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.

1. Yes

2. No

3. Don't know

4. Refused

Q112. 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?

1. Yes
2. No
3. Refused

Q113. Which of these best describes how you think of yourself? (READ OUT)

1. Heterosexual / Straight
2. Gay / Lesbian
3. Bisexual
4. Other
5. Spontaneous don't know/Refusal

You have now reached the end of the interview. Thank you very much for your time. The information you have provided has been extremely helpful.

Annex 2: Background Quality Report

Background

This report has been produced by the 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 three statisticians, independent from CMS, employed by NISRA who have subsequently been out posted to DfC. The purpose of this survey was to establish the level of knowledge regarding the services CMS provides and to understand the factors that impact individual and family decisions with regard to child maintenance arrangements. Responses were collected from PWCs with a child maintenance interest (i.e. those with a child under 16 years old, or under 20 years old and in full time education, who have another parent who does not reside in their household) regardless of their arrangement type.

A random sample of 3,000 PWCs with a statutory arrangement was selected from the most recent CMS data scans that were available for analysis prior to the commencement of the fieldwork (July 2016). In order to identify PWCs with no statutory maintenance arrangements, a random sample of 6,200 individuals was selected using the HMRC Child Benefit data scan extracted at July 2016. The names and telephone numbers 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) or phone (02890829255).

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

Accuracy

Individuals with a child maintenance interest (i.e. those with a child under 16 years old, or under 20 years old and in full time education, who have another parent who does not reside in their household) regardless of their arrangement type were contacted to participate in the survey. Potential respondents were derived from CMS and HMRC Child Benefit databases. A number of filter criteria were applied to these databases to increase the likelihood of the contact being eligible to participate in the survey. Upon contacting someone in the sample framework, a further check was carried out to establish whether the contact was eligible to participate in the survey – asking if the respondent had any children, and asking if any of their children had a parent living at another address. Using all of these parameters to establish eligibility for the survey ensured that only relevant individuals were contacted.

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 respondent had answered questions up to the equality section of the questionnaire.

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 nine week period. Contact numbers were forwarded to the independent survey team on the 21st September 2016. The fieldwork was carried out from the 5th October 2016 until the 4th December 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 9th June 2017, 6 months after collection ceased.

Coherence and Comparability

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