

Ref: VTR 1359

E FOI.FOCALPOINT@CSA.GSI.GOV.UK  
W www.childmaintenance.orgMr Trevor Boulton  
request-14537-e4ea84c1@whatdotheyknow.com

Date: 13 July 2009

Dear Mr Boulton,

Thank you for your e-mail dated 10 July 2009 in which you made a request for information. Your request is being considered under the terms of the Freedom of Information Act 2000.

**Request**

I would like to request the following information

Details and out come of all legal cases taken against the Child support agency Copies of all expense claims made by any directors of the Child support agency since 2004

For each of the financial years covering the period 2005-2009 I would like to know the total number of each of the following;

1. Complaints against the Child Support Agency leading to a finding of maladministration by the agency.
2. Complaints against the Child Support Agency leading to a finding that the CSA had unlawfully gathered information.
3. Complaints against the CSA leading to the CSA changing its records to remove unlawfully gathered or unlawfully stored information.
4. Complaints against the CSA leading to a finding that the CSA had either misstated the law or misdirected itself in law.
5. Complaints against the CSA leading to the CSA making a payment of compensation to the complainant

2.I understand that one of the changes since CMECH was introduced was a requirement to speed up payment of arrears.

Please confirm how many cases of agreed payments of arrears with payments expected to last more than 2 years have unilaterally now been reassessed to be paid within 2 years?

Please break down the expected percentage of NRP's net income the new shorter proposed repayments will mean.

3.In order to enable me to make an independent assessment of the causes of complaints against CSA / CMEC I would be grateful if you would forward to me;

1. Any guidance prepared (within the last three years) for managers of CSA debt enforcement teams (or teams of CSA staff charged with collecting arrears) as to appropriate key performance indicators to be used for assessing their team's performance.

2. Any guidance provided (within the last three years) to managers of CSA debt enforcement teams (or teams of CSA staff charged with collecting arrears) as to appropriate key performance indicators to be used for assessing the performance of individual team members.

3. Any guidance provided (within the last three years) to managers of CSA debt enforcement teams (or teams of CSA staff charged with collecting arrears) as to appropriate reasons for instituting individual performance improvement plans with individual team members.

4. The definitions of all key performance indicators currently used with CSA debt enforcement teams (or teams of CSA staff charged with collecting arrears).

5. The numbers of CSA staff disciplined as a result of a finding of maladministration against them for each of the last five years

Your request was received on 10 July 2009. You can expect a reply therefore by 7 August 2009, unless I need to contact you to clarify your request, or the balance of the public interest test needs to be considered. If you have any queries about this matter please feel free to contact the Freedom of Information Act Focal Point by letter or e-mail using the contact details above.

**Child Maintenance and Enforcement Commission  
Freedom of Information Act Focal Point**