

Mr Trevor Boulton

Ref: VTR 1359

request-14537-e4ea84c1@whatdotheyknow.com

Date: 16 October 2009

Dear Mr Boulton,

Thank you for your Freedom of Information request dated 10 July 2009. Your request has been considered under the terms of the Freedom of Information Act 2000 (FoI Act). Please accept our apologies for the delay in replying. Please find below a copy of your request together with a corresponding response.

Request

I would like to request the following information

(1) *Details and out come of all legal cases taken against the Child support agency*

(2) *Copies of all expense claims made by any directors of the Child support agency since 2004*

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

(3.1) *Complaints against the Child Support Agency leading to a finding of maladministration by the agency.*

(3.2) *Complaints against the Child Support Agency leading to a finding that the CSA had unlawfully gathered information.*

(3.3) *Complaints against the CSA leading to the CSA changing its records to remove unlawfully gathered or unlawfully stored information.*

(3.4) *Complaints against the CSA leading to a finding that the CSA had either misstated the law or misdirected itself in law.*

(3.5) *Complaints against the CSA leading to the CSA making a payment of compensation to the complainant.*

(4) *I understand that one of the changes since CMECH was introduced was a requirement to speed up payment of arrears.*

(4.1) *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?*

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

(5) 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;

(5.1) 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.

(5.2) 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.

(5.3) 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.

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

(5.5) The numbers of CSA staff disciplined as a result of a finding of maladministration against them for each of the last five years

Response

The Child Maintenance and Enforcement Commission (the Commission) took over responsibility for the Child Support Agency on 1 November 2008.

The information you requested falls under Exemption 21 of the FoI Act, which covers information which is already reasonably accessible. This is because we have previously provided you with some of this information, in response to previous FoI requests, and the remainder is published on the whatdotheyknow website.

In response to your specific questions.

1. Please refer to our FoI responses to you dated 11 June 2009 (Ref. VTR1049), 17 July 2009 (Ref. VTR1118) and 17 August (Ref. VTR 1413).

2. Please refer to our FoI responses dated 7 August 2009 (Ref. VTR1049) and 16 September 2009 (Ref. VTR 1583).

3.1 – 3.4 Responses to the information you requested is published on the whatdotheyknow.com website. Our response (Ref. VTR 1245) can be accessed at:

http://www.whatdotheyknow.com/request/outcome_of_complaints_against_th#incoming-34602.

4.1 – 4.2 Responses to the information you requested is published on the whatdotheyknow.com website. Our response (Ref. VTR 365) can be accessed at:

http://www.whatdotheyknow.com/request/csacmech_number_of_cases_of_acce#incoming-31498.

5.1 – 5.5 Responses to the information you requested is published on the whatdotheyknow.com website. Our response (Ref. VTR 1298) can be accessed at:

http://www.whatdotheyknow.com/request/performance_indicators_for_child#incoming-34603

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely

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

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing FOI.FocalPoint@childmaintenance.gsi.gov.uk or by writing to Child Maintenance and Enforcement Commission, Freedom of Information Act Focal Point, PO Box 61791, London, SW1P 9NT. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF www.ico.gov.uk