

Business Unit findings

These tables do not show findings for cases investigated in respect of the Northern Ireland Child Support Agency.

ICE complaint findings – April 2000 to March 2001

Centre	Error asmt. & review	Delay asmt. & review	Communication problems	CE response inacc./inad.	Delay collection	Error collection	Piecemeal	Post June 2000 doc retention	Delay/ error awarding compensation*	ICE satisfied redress	No. of mistakes imposing a DEO
Eastern BU 171 cases	30%	88%	79%	12%	54%	27%	12%	1%	6%	84%	6%
Wales & North West BU 68 cases	40%	56%	72%	7%	29%	18%	10%	0%	6%	89%	3%
Midlands BU 104 cases	43%	66%	58%	9%	46%	22%	11%	0%	7%	89%	7%
Scotland & North East BU 100 cases	41%	59%	86%	9%	39%	19%	12%	1%	8%	81%	7%
South East BU 64 cases	27%	58%	59%	8%	31%	30%	9%	0%	14%	85%	6%
South West BU 85 cases	41%	79%	74%	7%	44%	26%	12%	0%	2%	85%	4%

Best ■ Worst ■
2nd best ■ 2nd worst ■

*The information recorded within this category includes delays/errors within SPT and delays/errors making advance and deferred debt payments.

Centre	Caseload 31 March 2001		Complaint findings - all cases		Stage of clearance		Full report findings			Compensation	
	ICE	Agency	Fully/ partially upheld	Not upheld/ miscon- ceived	Resolution	Full report	Fully upheld	Partially upheld	Not upheld	Deferred debt	Advance payment
Eastern BU	30%	19.0%	95%	5%	53%	47%	28%	64%	8%	£64,605	£11,065
Wales & North West BU	13%	18.0%	94%	6%	51%	49%	10%	84%	6%	£14,941	£619
Midlands BU	16%	15.5%	87%	13%	65%	35%	35%	60%	5%	£15,744	£48,127
Scotland & North East BU	16%	18.9%	93%	7%	54%	46%	18%	69%	13%	£18,193	£16,558
South East BU	12%	14.7%	92%	8%	41%	59%	20%	73%	7%	£4,991	£0
South West BU	13%	13.9%	93%	7%	39%	61%	31%	61%	8%	£10,777	£18,886

Most ■
Least ■

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Centre	Delay/ error deciding paternity	Collection problems self- employed	Escalation required for resolution	Redress				Full report - Stage 3 clearances
				Instigated by Agency	Instigated by ICE	Instigated by client	Amount awarded	
Eastern BU	3%	18%	9%	100	234	24	£168,530	16%
Wales & North West BU	1%	3%	12%	28	101	3	£28,354	15%
Midlands BU	4%	15%	8%	86	116	7	£124,662	14%
Scotland & North East BU	3%	20%	7%	33	100	2	£66,750	17%
South East BU	5%	13%	7%	46	75	3	£31,978	19%
South West BU	0%	25%	6%	45	130	2	£63,630	22%

Most ■
Least ■