



Research Report

Child Maintenance and
Enforcement Commission

Promotion of Child Maintenance: Research on Instigating Behaviour Change

Volume II: Detailed analysis and
Technical Report

by Sharon Andrews, David Armstrong, Lorna
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GLOSSARY OF TERMS

Abdicating behaviour*	Where parents believe it is someone else's responsibility to provide child maintenance.
Accepting behaviour*	Where parents with care are unhappy with child maintenance arrangement/no child maintenance arrangement but accept the status quo so as not to upset/worsen the co-parent relationship.
Attitude influencer	People (usually family and friends) or third party organisations who have an influence over the parent and their decisions.
Attitudinal models	Behavioural change theories which highlight the role of attitudes, beliefs and values.
Challenging behaviour*	Where parents are not happy with the existing child maintenance arrangements and challenge the other parent to change their arrangement going forward.
Child Maintenance Options	An impartial information and support service to help parents make decisions about child maintenance arrangements.
Citizens Advice Bureau	A charity which helps people resolve their legal, money and other problems by providing free, independent and confidential advice.

* Conceptualised behaviour; the conceptualisation involved researchers applying description categories externally through analysis – interviewees did not use these words to describe themselves or their behaviour. It is important to note that behaviours exhibited at the time of the research are not necessarily fixed and are subject to change.

Controlling behaviour*	Where non-resident parents do not trust the parents with care to allocate child maintenance to the child/ren or are the primary decision maker in the nature of the child maintenance arrangements.
Case studies	Depth interviews with friends/family/other parent, which encapsulate social, behavioural and attitudinal factors, illustrate common experience and give further insight into parent behaviour.
Full-time work	Where a person is in employment for more than 30 hours per week.
Future scheme	The future statutory service which will replace the CSA.
Gingerbread	A charity which works for and with single parent families to improve their lives.
Group 1**	Parents who have no form of child maintenance support in place for their children.
Group 2**	Parents who have some form of child maintenance support in place excluding shared care and regular agreed exchange of money for a child/ren.
Group 3**	Parents who have a regular agreed exchange of money and/or shared care arrangements in place for a child/ren.
Informal support	Other forms of support provided instead of child maintenance payments e.g. clothes, shoes, food, toys, presents and pocket money.
Non-Resident Parent	The parent who lives in a separate household from the child/ren.

* Conceptualised behaviour; the conceptualisation involved researchers applying description categories externally through analysis – interviewees did not use these words to describe themselves or their behaviour. It is important to note that behaviours exhibited at the time of the research are not necessarily fixed and are subject to change.

** This is not a formally recognised grouping. It is phrasing applied to this type of arrangement for the purposes of this study to facilitate recruitment.

Negative child maintenance behaviour	Parents whose child maintenance behaviour is either no arrangement or no regular agreed exchange of money and/or shared care arrangements in place for a child/ren.
Parent With Care	The parent who lives in the same household as the child/ren for whom maintenance has been applied for/or is being paid.
Part-time work	Where a person is in employment for 30 hours per week or less.
Private arrangement	An arrangement which both the PWC and NRP have come to by themselves without involving the CSA.
Providing behaviour*	Where the non-resident parent is keen to contribute to child maintenance.
Psychodrawing	A projective technique in which participants are asked to draw in abstract form, something relevant to the research project.
Receiving behaviour	Child maintenance is contributed by the non-resident parent and the parent with care is happy with the arrangement.
Resolution	A national organisation of family lawyers committed to non-confrontational divorce, separation and other family problems.
Shared care	When both parents share care of the child/ren on an equal basis.
Statutory arrangement	An arrangement which is set up with the help of the Courts or CSA to ensure separated parents set-up appropriate support for their child in line with their income.

* Conceptualised behaviour; the conceptualisation involved researchers applying description categories externally through analysis – interviewees did not use these words to describe themselves or their behaviour. It is important to note that behaviours exhibited at the time of the research are not necessarily fixed and are subject to change.

ABBREVIATIONS

AIDA	Awareness Interest Decision Action
CAB	Citizens Advice Bureau
CMEC	Child Maintenance and Enforcement Commission
CSA	Child Support Agency
DHSSPS	Department of Health, Social Services and Public Safety
DWP	Department for Work and Pensions
NRP	Non-Resident Parent
ELM	Petty & Cacioppo's Elaboration Likelihood Model of Persuasion
PwC	PricewaterhouseCoopers LLP
PWC	Parent with Care
TRA	Fishbein & Ajzen's Theory of Reasoned Action
VBN	Stern et al's Values Beliefs and Norms Theory

PREFACE

This volume contains a repository of technical information in relation to the Promotion of Child Maintenance: Research on Instigating Behaviour Change. The purpose of the study was to identify and understand how parents who live apart from their children can be encouraged and helped to put in place a child maintenance arrangement.

The programme of research used a mixed methodology of primary and secondary research. Desk research and stakeholder interviews were conducted to establish a baseline of factors associated with positive child maintenance behaviour and to explore potential behaviour change models which might be useful in the context of child maintenance. Further information on the methodology can be found in Volume I (Promotion of Child Maintenance: Research on Instigating Behaviour Change) which is available separately.

The hypothesis explaining child maintenance behaviour, which was established as an output of the desk research, was tested through qualitative primary research with parents and others in the close parental circle such as mothers, fathers, friends and the co-parent.

Interviews were held with 67 parents from the non-CSA separated parent population and included parents with a variety of arrangement types in place. Three specific target groups were identified for recruitment:

- **Group 1:** Parents who have no form of support in place for their child/ren;
- **Group 2:** Parents who have some form of support in place excluding shared care and regular agreed exchange of money for a child/ren; and
- **Group 3:** Parents who have a regular agreed exchange of money and/or shared care arrangements in place for a child/ren.

The material contained within this report is from the primary research with the parents and those in the close parental circle. There is also a section which provides further information on linking the research insights specifically to practical interventions that may be considered going forward.

This volume also contains the research tools used. Volume II is intended to be complementary to Volume I (Promotion of Child Maintenance: Research on Instigating Behaviour Change) (available separately) and is not intended to represent a stand alone report.

PART 1: DETAILED INTERVIEW FINDINGS – GROUP 1: NO SUPPORT

This section contains detailed information from the primary research with parents. The evidence presented was collected through depth interviews with parents receiving/providing **no** child maintenance support. The output tables are presented according to the main themes identified in the research and contain the key insights from the depth interviews. Supporting evidence, from depth interviews, is presented in italics.

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** A summary of the key relationship data has been summarised in a table format to provide an overview of the separated parents we spoke with during the primary research. Relationship is one of the main drivers of child maintenance behaviour and evidence of this is reported throughout this section, in particular within the emotions and attitudes, beliefs and values sub-sections.*

Key facts - relationships

Key facts – relationships

	12 PWCs	12 NRPs
Previous marital status	<ul style="list-style-type: none"> • Four out of eight married. • Three living together. • Four in a relationship and not living together. • One was a one night stand. 	<ul style="list-style-type: none"> • Five were co-habiting. • Four were married. • Three were in a relationship but not living together.
Current relationship	<ul style="list-style-type: none"> • Nine out of 12 PWCs have no contact with the NRP. 	<ul style="list-style-type: none"> • Seven out of 12 NRPs have no contact at all with PWC.
Paternity	<ul style="list-style-type: none"> • One NRP is not aware of his child. 	<ul style="list-style-type: none"> • Two NRPs were not certain about paternity due to comments made by PWC.
Reason for break-up	<ul style="list-style-type: none"> • Three PWCs noted domestic violence. Other reasons given were unreliable, having no relationship, not getting on and NRP had an affair. 	<ul style="list-style-type: none"> • Five NRPs stated that they grew apart from the PWC. • Other reasons were the PWC was insecure and had severe mental health issues, pressure of debts, PWC thought that NRP was having an affair, fell out of love, interference from PWC's mother.
Contact with children	<ul style="list-style-type: none"> • Nine out of 12 NRPs have not got contact with their child. 	<ul style="list-style-type: none"> • Three NRPs have weekly contact with the children. • Four see their children irregularly. • Five have no contact with the child.
Re-partnering	<ul style="list-style-type: none"> • Two out of twelve PWCs in new relationships. • Unable to comment on whether NRP is currently in a relationship. 	<ul style="list-style-type: none"> • 11 NRPs are currently single. • One is in a relationship.
Introduction of new children	<ul style="list-style-type: none"> • Unable to comment on whether NRP has further children. 	<ul style="list-style-type: none"> • One PWC is pregnant. • One NRP has two new children in his current relationship.

Emotions – PWCs receiving no support

Most of the PWCs expressed concern at how the break up would affect the children.

'What was very stressful and very upsetting was that he told the kids he wasn't going to go and then he just went the next day having said that...I mean I am still livid now because he still is treating the kids really badly.' (PWC, Group 1, 36+, London)

'I think the big concern was for the kids especially [child] because her dad wasn't there anymore and she was asking questions which I haven't actually fully answered yet because how do you tell an 8 year old. I just say he's away working because I don't know what else to say to her. The bigger one knows as I've explained to her as best I can as a 12 year old but the wee one just thinks he's away working.' (PWC, Group 1, 18-35, Glasgow)

'I think it affects him quite badly, he'd like to see his dad more regularly and to actually do things with his dad instead of coming back and saying oh mummy we didn't do anything we just went to McDonalds and I sat in grandmas house and watched TV I think he'd like to do a lot more.' (PWC, Group 1, 18-35, London)

Most noted that the aftermath of the break up had been stressful for them.

'Very stressful but not for the reasons I didn't want to break up, it was from what he had been putting the children through, and what he continued to put the children through that was the stressful and upsetting thing.' (PWC, Group 1, 36+, London)

'Really upsetting and stressful. And then having to deal with his parents as well that made it ten times worse.' (PWC, Group 1, 18-35, Glasgow)

Worry over finances/debts was an issue for most PWCs, particularly having to take on household bills and provide for their child/ren.

'I was responsible for the whole house, I had all the worry.' (PWC, Group 1, 36+, London)

'I just thought how am I going to do it...I left everything behind and had to start all afresh.' (PWC, Group 1, 18-36, Newcastle)

'Oh at first I was totally skint. Completely skint and then I got offered a flat and when I moved into the flat as long as [child] had everything, I was living off beans on toast for about a month. It really was it was awful, it was really, really hard. I never got any support moving into the flat or nothing.' (PWC, Group 1, 18-35, Glasgow)

'Gradually I ended up working full-time out there but it was still not enough to pay the mortgage and then we handed the keys back to the bank because they were going to take it off us anyway. It was pointless; I made the decision eventually to come back to England...because the money situation became more and more stressful and yes my health did suffer.' (PWC, Group 1, 36+, London)

Many of the PWCs were angry at circumstances and the attitude of the NRP.

'Emotionally, I didn't have the pregnancy that I thought I would have. As I was on my own and I had perhaps a lot of anger in me.' (PWC, Group 1, 36+, Belfast)

'I was angry and upset...I wasn't thinking about [child] at the time, I was thinking more about how I was feeling and what he'd done to me.' (PWC, Group 1, 18-35, Glasgow)

'If I'm having a bad day and I'm short on money and I see him going about in his brand new Astra and his new house with his mortgage and I just think I've let you get off with daylight robbery and it does anger me sometimes.' (PWC, Group 1, 18-35, Glasgow)

'Because if it had have been me, I would have fought for my daughter you see. That's what gets me now, I think, how can you turn your back on your kid.' (PWC, Group 1, 18-35, Glasgow)

Some were worried that the NRP would demand to see the child if he paid child maintenance.

'He [NRP] is not on [child's] birth certificate which I think gives me full rights to [child] but through the CSA I would have had to have done a DNA test and I didn't want [NRP] to have any rights to him just for the sake of money so that's why I took a step back.' (PWC, Group 1, 18-35, Glasgow)

Some PWCs noted pride in their achievements without the help of the NRP.

'I'm proud that I haven't had to rely on other people I think it's good that we've done all the things we've done and that's down to me and I think that's good.' (PWC, Group 1, 36+, London)

'Now I sit back and think, I've done it for nearly 10 years...and I think, done it without you! I can keep doing it without you.' (PWC, Group 1, 18-35, Newcastle)

Some PWCs were left feeling alone and abandoned as a result of the break up.

'Lonely really at the time because everything was on me to do everything, I wish he did have contact at the time I think they need a father but he didn't want to know.' (PWC, Group 1, 36+, Cardiff)

'When the kids are away staying at their Gran's for the night and the house is empty and you're by yourself it can be lonely at times.' (PWC, Group 1, 18-36, Glasgow)

A few PWCs were too proud to contact the NRP and seek help.

'Well I think he should've helped. He had run off with my best friend so I didn't really want to go off looking for him for financial help and he didn't offer any.' (PWC, Group 1, 36+, Cardiff)

Emotions – NRPs providing no support

Many NRPs were worried about the effect the separation has had on the children.

'I'm always on the look out for them [children] going off the rails...I worried very much about my wife, she took it extremely badly.' (NRP, Group 1, 36+, Glasgow)

'[the children were] a bit upset because you know, why hasn't Daddy come round today? He normally comes round today. Why isn't he picking us up from school and stuff like that. It is all part of the guilt.' (NRP, Group 1, 36+, London)

'[seen the children] Just a couple of times, it's a shame. Birthdays or they might be at their Gran's and I'll turn up unexpectedly. But it's not relaxed. It's a shame for them as well, their bubble has burst, they always knew that their dad was there and could fix anything, and I'm not there anymore.' (NRP, Group 1, 36+, Glasgow)

Many NRPs expressed upset at the separation from the PWC and the child/ren.

'I was an emotional wreck, I was not looking to get that much sympathy out of people, that's not what you need, but they were worried, really worried, and they had every right to be coz I was some state! I was terrible!' (NRP, Group 1, 18-35, Glasgow)

'I was gutted, if you be with someone for an amount of time, and they don't want to be with you, its different if you've made the decision yourself, and said this isn't right for me, made it difficult, didn't think she would finish, so if you aren't ready to end a relationship it is always tough, more so having a baby at the time.' (NRP, Group 1, 36+, Glasgow)

'I was pretty upset actually. And I did feel as bad as the first time we broke up when she cheated. I knew that when we broke up when we did break up properly at the end, that was the end, so I did feel quite upset.' (NRP, Group 1, 18-35, London)

'I felt terrible. It had been maybe going to happen for the best part of 2 or 3 years. I've never shouted at my wife and never had any arguments with her, it was just a slow acceptance. Of course we did try, we went on magnificent holidays and did lots of things together, but the chemistry. Whether it was ever there, you never know when you're young but it was certainly gone. As I say my wife would probably be quite happy just to exist in that state, just in a wee bubble, but as I said, I wasn't.' (NRP, Group 1, 36+, Glasgow)

Many NRPs were left feeling lonely at not being able to see the child/ren everyday.

'I was concerned that I might drift away from my children and not be as close [to them].' (NRP, Group 1, 36+, London)

'Well I hate it [being apart from child]. I miss him terribly.' (NRP, Group 1, 36+, London)

'It was devastating to lose six months...six months of nothing, six months of losing out on things that were happening that's like a tenth of her life.' (NRP, Group 1, 18-35, Glasgow)

Many NRPs felt guilty over not providing financially and/or emotionally for their child/ren.

'If I had chosen not to pay money that would have been different, the fact was I couldn't afford to give them anything meaningful towards his keep. It was a fall, it was hard to take.' (NRP, Group 1, 36+, Glasgow)

'I'm now living, for example, living at a friend's house renting a room at the moment. I haven't given her anything literally for eight months not a penny. Literally I've got nothing. But thank god I'm back in employment now and very soon I will start paying [PWC] again.' (NRP, Group 1, 36+, London)

'I really didn't feel like a dad, and I still don't obviously, I grew up with two parents. My dad died quite young when I was seven and half but obviously I still had a dad for seven and half years, and I guess a part of me feels that guilt that he has a dad.' (NRP, Group 1, 18-35, London)

'I do feel that I am not taking on my responsibilities, not like as man, but as a parent, its not just about providing financial support, it's about providing emotional support and also just being with them.' (NRP, Group 1, 36+, London)

Worry over finances was affecting many NRPs.

'We'd built up lots of debt between us and this is a constant worry for me.' (NRP, Group 1, 18-35, Glasgow)
'I had considerably less money coming in, which was already stressing me out, so on top of getting a young child to look after, you know, lack of sleep, plus then having the concerns about you know sort of not having much work I mean it was all getting quite sort of, quite on top anyway, apart from falling out with your partner, I think they all had something to do with it.' (NRP, Group 1, 36+, London)

Some NRPs felt anger over PWC restrictions on visiting their child/ren.

'The current support arrangement is that if I shape up and get some money together and sort of stop being such a failure, then I can you know, have a, you know, I can have a part of [child's] life. It is kind of quite bitter there. I think, this is me maybe being a bit of sour grapes, I think because she had it nice and easy, she had me working, you know, bits and bobs, being around like doing virtually everything in the house she did get very angry and she still is quite angry with me, you know, for basically walking out and that's been held over me.' (NRP, Group 1, 36+, London)

'I hate her I can't stand her [why] Just the fact that she stopped me seeing my kids at the time. At the time, they were a lot younger, at the time. I just don't like her.' (NRP, Group 1, 36+, Cardiff)

A few NRPs believe that the PWC does not want contact with him as a result of their emotional response to the break up.

'My wife, she took it extremely badly and that's one of the reasons why we don't have any contact because I don't think she could cope.' (NRP, Group 1, 36+, Glasgow)

'I am still not sure how welcome I would be if I was to see him much more frequently than that, you know how she would feel if I offered to pay maintenance now.' (NRP, Group 1, 36+, Glasgow)

A few were upset over the change in their living standards as a result of them moving out of the family home.

'I ended up in a sub let with Polish and Asians and Asylum seekers. I went from a big 13 room semi-detached house to living in one room, sleeping on a floor, with a wee, mankey kitchen.' (NRP, Group 1, 36+, Glasgow)

Attitudes, beliefs and values – PWCs receiving no support

All of the PWCs believed that the NRP should provide financially for their child/ren.

'We brought that child into the world...that child didn't ask to be born you have a duty, even if it's just the practical things like they've grown out of their shoes.' (PWC, Group 1, 36+, London)

'It takes two, he's made a child, he's obligated to pay for the child, just as if he had the child I would be obligated to pay, I would never not pay.' (PWC, Group 1, 18-35, Glasgow)

'It's their responsibility as well. It takes two to tango.' (PWC, Group 1, 18-35, Newcastle)

'Oh yea (NRP should provide financially) because he was their father I suppose I was paying absolutely everything, which if we had children ourselves and didn't need anyone else...but he totally turned his back on the whole situation.' (PWC, Group 1, 36+, London)

'I think he should be paying child support.' (PWC, Group 1, 18-35, Belfast)

Some believe that payment of child maintenance would provide NRP with control/hold or a right to see the child/ren.

'I assumed if I accepted maintenance he got access...it would have made me feel as if he had a hold on me and I just didn't want any part of him in my life.' (PWC, Group 1, 36+, Belfast)

'If I start getting money he's going to start seeing [child] again, he might not but he might and then we'll have to come to an arrangement to meet each other and I'm just not ready for that yet, but I'll get there.' (PWC, Group 1, 18-35, Glasgow)

'He wouldn't want contact for the sake of having contact; he would do it to pxxx me off. And that's the wrong thing to do anyway.' (PWC, Group 1, 36+, Newcastle)

Some PWCs have not approached CSA to secure child maintenance as they believe this means a negative impact on benefits (lack of awareness in change to policy rules regarding disregard).

'And not only that, being single, what he gives me gets penalised in my income support so I just think well what's the point? What's the point in taking money off him? Like I could have gone down the child maintenance route, but what's the point of going through that? Having full blown arguments and upsetting the arrangement that we had with the baby and him and the communication that we had, all for the fact that they're going to take off him and minus it from my income support. Because that's what they were going to do.' (PWC, Group 1, 18-35, Cardiff)

'The way I understand it as well it's not going to benefit me that much if he does pay me maintenance, because I work part-time basically anything he pays in maintenance will have an affect on some of my benefits anyway so I am not really going to come out [better off].' (PWC, Group 1, 36+, London)

'I suppose I could've gone to the CSA then but because I was on income support anyway I wouldn't have had any of it...coz it doesn't benefit anybody on income support because they don't receive it then do they?' (PWC, Group 1, 36+, Cardiff)

Some PWCs believe that it is not their responsibility to encourage the NRP to provide child maintenance.

'It shouldn't really be my decision to try and get him more involved in the financial arrangement because he's an adult he should know that he has a child that needs to be looked after but it doesn't always work like that.' (PWC, Group 1, 18-35, London)

'It's better for an independent party [to encourage them], like the CSA, so they don't have to have contact.' (PWC, Group 1, 18-35, Glasgow)

Self-reliance – some PWCs believe that they have managed this far on their own so no need to change.

'I've done it all on my own and I'm quite proud of that fact.' (PWC, Group 1, 36+, Cardiff)

'I've done it for nearly ten years...and I think, done it without you. I can keep doing it without you.' (PWC, Group 1, 18-35, Newcastle)

'Well I've done it all myself up to now so I wouldn't ask now.' (PWC, Group 1, 36+, Cardiff)

Some PWCs take a pragmatic approach to the situation – ‘just get on with it’.

‘I just get on with it, I probably wasn’t in the right frame of mind, but I addressed the situation and just got on and did what I needed to do.’ (PWC, Group 1, 36+, London)

For some PWCs, dealing with emotions of the break up and the practicalities of this, meant child maintenance is sometimes not a priority.

‘If you have depression and your mummy’s sick and, there was a lot going on in your life so really, sorting out arrangements was at the bottom of the pile.’ (PWC, Group 1, 36+, Belfast)

‘I was too angry and upset, I wasn’t thinking about [child] at the time, I was thinking more about how I was feeling and what he’d done to me.’ (PWC, Group 1, 18-35, Glasgow)

‘I’ve got no energy to deal with this. There are bigger things to worry about.’ (PWC, Group 1, 36+, London)

Some PWCs do not want to pursue child maintenance as the NRP is unreliable.

‘The fact he wouldn’t come! You know, even the children would phone him up and say oh dad can you come round, can you take us down to the beach, or... and he would always come up with an excuse or on the odd occasion he came round, and after five minutes he would say well I am going now and the little one especially and my daughter that’s 15 now, they were the two that really wanted contact with him. They would beg him to stay, and he would come up with crap like, I have got to go and do my laundry you know.’ (PWC, Group 1, 36+, London)

‘He had problems with money in his life and it just would not have been guaranteed that I would have ever got anything from him even if it was between the both of us.’ (PWC, Group 1, 18-35, Belfast)

‘I didn’t want him involved full stop, whether that’s seeing him or financially, coz that can create problems, one minute I might get some money, next minute I might not. So my theory was I’ll do it myself and I just got on and that’s what I did and maybe it’s not the right way, I don’t know.’ (PWC, Group 1, 36+, London)

Attitudes, beliefs and values – NRPs providing no support

The majority of NRPs realise they have a responsibility to provide financially for their children.

'Because they are my children. Just the way I am, they are my children, I should help as much as I can bringing them up, and paying for them and emotionally.' (NRP, Group 1, 36+, Newcastle)

'Two parents bring up a child. It is absolutely my responsibility, totally.' (NRP, Group 1, 36+, London)

'It takes two to create a child, and yes, there is such a thing out there as contraception, if you decide to have a child, then there is a responsibility that comes with that, which is basically you undertake to look after him or her until they have grown up.' (NRP, Group 1, 36+, London)

'I think as a parent you have all sorts of responsibilities to children. Financial is one of them, emotional needs and support is another way.' (NRP, Group 1, 36+, Glasgow)

Most NRPs report that the PWC has control over the access in response to the amount of financial support provided.

'She (PWC) didn't want me to be involved. She probably thinks that if I kept her financially happy then I would be able to have more rights for the child. That's probably why she wants to keep me out of the situation.' (NRP, Group 1, 18-35, London)

'(to see the child) Well I have to ask if anytime she was coming up, is there any chance I could see him, even for a couple of hours.' (NRP, Group 1, 36+, Glasgow)

'I only see [the children] now and again like. I don't see them all the time because she stopped me seeing them.' (NRP, Group 1, 36+, Cardiff)

For some NRPs, no involvement in the child's life means the NRP does not provide support.

'I think it is fair, to be frank I don't have anything to do with his upbringing at the moment, so I think it would be unfair if I was to try and barge in and have a say. I don't feel the need to barge in and have a say anyway, so it's not something I am fighting over. Yeah so it is fair with how things have gone.' (NRP, Group 1, 18-35, London)

'It's like if you contribute to the relationship I would provide some support but it's like I'm not even there, I'm not even in or surrounding [child], so that's why I don't support right now.' (NRP, Group 1, 18-35, London)

A few believed that the PWC is not trustworthy and the money they provide will not be spent on the child.

'I can't trust the other person on two sentences of information let alone money to say right you go and do that.' (NRP, Group 1, 18-35, Glasgow)

A few NRPs were not named on the child's birth certificate, and so held the perception that the legal system is not on their side.

'I'm not in any position legally, nobody can help me.' (NRP, Group 1, 18-35, Glasgow)

Some NRPs believe that the child/ren do not suffer, 'go without', as a result of no support being provided – family of PWC help, lump sum as settlement or PWC earns more than NRP.

'She has not pursued it [child maintenance]...they don't need the money.' (NRP, Group 1, 36+, Glasgow)

'Possibly because it's not needed in terms of she gets a lot of support from her parents.' (NRP, Group 1, 18-35, London)

'I don't think she needs it. If she needs it, she can ask for it.' (NRP, Group 1, 18-35, London)

Some NRPs would provide child maintenance if it was affordable.

'I think its something for the future, I haven't really been in the position to do that, but once I am in that position, then something, I would certainly, not a problem.' (NRP, Group 1, 36+, Glasgow)

[happy with current arrangement] Well no because I'm not really paying her.' (NRP, Group 1, 36+, London)

'Obviously I would like to be able to provide for him.' (NRP, Group 1, 36+, London)

A few NRPs did not take anything at time of separation and believe this compensates for no child

maintenance being in place currently.

'I couldn't afford to do it, I really couldn't. We kind of agreed when we split up you know I said I can't really afford to give you money, she didn't want any money, she knew I couldn't afford it. She just wanted me not to take any action towards getting a share of the house that was all she was concerned about, I don't know my legal rights in that sense, and I never explored it because I didn't want to leave my boy homeless, there is no way I would do that, that was her concern, she just wanted the house, didn't care about maintenance payment.' (NRP, Group 1, 36+, Glasgow)

'When I left, our house was already paid for, we had no mortgage or anything like that. My wife was earning 4 times what I did, my wife had a fantastic job and a fantastic pension, she was an upper manager in an accountancy firm so as I say, I just came away with the bag of clothes that I had, the cars were left with them, my daughter had just passed her test and my wife got the other car.' (NRP, Group 1, 36+, Glasgow)

'Well they haven't had the things that they could have a few years ago but then again they're not left with nothing because you know she's had this lump as I've discussed a long time ago. What she's done with it I don't know but I presume she's the kind of person who is very good with money always has been so I suppose that was my saving grace.' (NRP, Group 1, 36+, London)

A few of the NRPs do not currently provide support as they believe that the PWC has re-partnered, moved on, or does not want/need support.

'When she married the other fella, he took on the responsibly of all that as far as I am concerned.' (NRP, Group 1, 36+, Cardiff)

'I don't mind paying money for him but I do resent paying for her lifestyle.' (NRP, Group 1, 36+, Cardiff)

A few NRPs believe that the situation would be different if they had been allowed to be more involved at the time of birth, instead of being detached from the whole experience (separated prior to birth).

'It felt bizarre to me, I was a parent but I was still me, my life has not changed at all. I was still carefree.' (NRP, Group 1, 18-35, London)

'She wanted to be the mum, she assumed to be the single part in the situation...she didn't want me to be involved.' (NRP, Group 1, 18-35, London)

Key facts – affordability

	12 PWCs	12 NRPs
Source of income	<ul style="list-style-type: none"> • Mix of employment and benefits. 	<ul style="list-style-type: none"> • Eight out of the 12 NRPs were in employment, three were unemployed and one was in full-time education.
Level of income	<ul style="list-style-type: none"> • Income varied between less than £8,500 up to £34k. 	<ul style="list-style-type: none"> • Income varied from less than £10,000 to £45K.
Employment status	<ul style="list-style-type: none"> • Three PWCs were employed full-time. • Two worked part-time. • Six were unemployed. • One in full-time education. 	<ul style="list-style-type: none"> • Five NRPs were employed full-time. • Three NRPs were self-employed. • Three NRPs were unemployed. • One in full-time education.
Support 'in-kind'	<ul style="list-style-type: none"> • Two NRPs would buy things for the children when they are with them. 	<ul style="list-style-type: none"> • Four NRPs would buy the children clothes or toys when they are with them or for birthdays.
Housing	<ul style="list-style-type: none"> • A mix of rented accommodation, living with parents, housing executive or owned property. 	<ul style="list-style-type: none"> • The majority of NRPs are currently renting accommodation.
Settlement arrangement	<ul style="list-style-type: none"> • One PWC received £240,000 upon sale of the family home. 	<ul style="list-style-type: none"> • None provided.

Affordability – PWCs receiving no support

For the majority of the PWCs, it was a constant financial struggle to provide for the child/ren alone.

'[I got by] with the help of my mum, being kind and buying stuff for [child] without me knowing, it was a struggle.' (PWC, Group 1, 36+, Belfast)

'It was just a way of life and I just couldn't afford anything and that's the way it was then.' (PWC, Group 1, 18-35, Cardiff)

'It was hard, I'm not going to lie, it was really hard because obviously I had to go on benefits. We were getting child tax credits because he was working but I had to go onto benefits when he left.' (PWC, Group 1, 18-35, Glasgow)

'I suppose in a way I was pleased I'd severed all the ties, so even though it was a major struggle I suddenly found I had to rely on family help and I had to work horrendous hours. I was working something like 20 hour days, I was doing overtime every night, it got so bad at one point my parents were having my children and I was giving them money to help me out. It was literally only £50 a week to cover food and stuff but where my hours got so horrendous and I needed the overtime to make ends meet it resulted in my children staying overnight at my parents certainly for the first few years of their life and I was only seeing them at weekends. I was going out about 7 in the morning and not coming home until probably gone midnight, so in order to give the children stability so I had to give up my children.' (PWC, Group 1, 36+, London)

Most of the PWCs received financial support from their families until they got back on their feet.

'My mum and dad have been really good, they had helped me financially, supported me till I got back on my feet.' (PWC, Group 1, 18-35, Glasgow)

'Luckily my mum and dad had an endowment clause which matured when I was seventeen but they'd kept it by because I was a bit of a rogue and they didn't trust me with it back then, which did me a favour because we used that to furnish my flat.' (PWC, Group 1, 18-35, Glasgow)

'My family wasn't in the country so they couldn't do an awful lot, I mean they helped me out a little bit with money.' (PWC, Group 1, 36+, London)

Some cited limited knowledge of how to budget on a low income.

'I know how to budget when I don't have money but I don't know how to budget when I do have money. If they had a place where they could show you how to budget when you do have money to make it last longer when you have children that would be good for me, but somewhere to budget when you're broke there's no point cos I know how to do that anyway, I just have to.' (PWC, Group 1, 18-35, London)

'You've got to really budget everything, you're used to a wage coming into the house and then you go to benefits and you've got to budget everything again, but I'm getting there.' (PWC, Group 1, 18-35, Glasgow)

A few PWCs had left the relationship with nothing and had to start over.

'I had to start from scratch. Like [friend] bought me some stuff because I left all the stuff there, the only thing I took was her bottle and her sterilisers that was it.' (PWC, Group 1, 18-35, Newcastle)

A few PWCs reported juggling payments to meet bill demands.

'Rob Peter to pay Paul. Back then I used to do it all the time, they could wait cos I knew they could wait but I still managed to get it paid one way or the other.' (PWC, Group 1, 36+, London)

Affordability – NRPs providing no support

For the majority of NRPs, it was a constant financial struggle to have enough money to provide for their child/ren.

'I just don't have the money like I had before, when she was three I was earning rubbish money but it was still money so it's less than that.' (NRP, Group 1, 18-35, Glasgow)

'Basically whenever I have got money, I got some money today, money will be sort of provided for him, but as I say, I am self-employed and so I don't have a job when it is available to go towards him but there has been nothing. It's just as and when I can, unfortunately over the last sort of while it has been difficult to pay anything.' (NRP, Group 1, 36+, London)

'Its difficult, it's just a student loan now, no other money coming from anywhere.' (NRP, Group 1, 18-35, Glasgow)

Many believed that the PWC is better off financially than them.

'Everything, the house was fully functioning and was fully paid for, the only thing that needed to be paid for was the council tax, all be it that was quite a lot. But my wife had a lot more money coming in each month than I did, there was savings. I just left with what I had.' (NRP, Group 1, 36+, Glasgow)

Some can't afford to rent or buy accommodation and are living with family or friends until finances are better.

'I have been sort of trying to find somewhere permanent to live. I have been staying with friends and family when I can.' (NRP, Group 1, 36+, London)

Some NRPs stated that they firstly need to earn enough to survive and provide for their new life, before paying child maintenance.

'I'm steadily finding my feet, just surviving as a single entity. It's weird, things like buying toasters and ovens, things like that don't cost that much when you're two people pulling the resources together, but one item per month, like £99 for a cooker, its quite a lot of my salary to do that but its something that I need.' (NRP, Group 1, 36+, Glasgow)

Some NRPs do realise they have a responsibility to provide for their child/ren but financial or housing circumstances restricted this.

'I do realise that it's my responsibility to pay it and I've no problems with that and I will...but at the moment I'm steadily finding my feet.' (NRP, Group 1, 36+, Glasgow)

'There would have been [payment], I mean if the situation had been different there wouldn't have been a problem.' (NRP, Group 1, 18-35, Glasgow)

'Obviously as the partnership has broken up and then you have also moved out of the place, finances take a certain turn from being really quite comfortable to trying to maintain that as much as you can for the child or children... no one wants me to live in a grotty little bedsit with tins of beans, you want to have a decent standard of life as well.' (NRP, Group 1, 36+, London)

Some NRPs had accumulated a lot of debt during their relationship with the PWC.

'We'd built up lots of debt between us as a couple, in my name so by the time I came out of that, I was and still am in an enormous amount of debt, the kind of debt you can't pay.' (NRP, Group 1, 18-35, Glasgow)

A few had left all of their savings with the PWC at the time of the break up.

'She knows and I know that she doesn't need it, even if she lived off the savings that I left her with for 11 months, she still couldn't spend all that.' (NRP, Group 1, 36+, Glasgow)

For a few, their credit rating had been affected which prevented them buying household items.

'If you wanted to get a car loan or get credit to buy a washing machine, I couldn't even qualify for that because I lived in a low credit rating area. They said they couldn't give me it because I lived there. Its things like that that I didn't expect or consider.' (NRP, Group 1, 36+, Glasgow)

Intentions – PWCs receiving no support

The majority of those PWCs who are separated in excess of 1 year, with no arrangement in place, have no intentions of pursuing a support arrangement now or in the future.

'Because I've gone without it all these years...My reason was I thought he would get access, that was my vulnerability and naivety. But I would say anyone else; they should really think it over, because it is a struggle.' (PWC, Group 1, 36+, Belfast)

'I wouldn't approach him now anyway. I think I have done it for this long, I can keep doing it now.' (PWC, Group 1, 18-35, Newcastle)

Many PWCs have no intentions of introducing the child to the NRP after long periods of separation.

'I think that I made that decision back then I've got to stand by that decision because how's it going to be for [child] now after all these years not knowing his dad. He's never enquired about it for me to then land him on his doorstep, if it's something that he wants to do then that's his decision but that's not for me to make that decision now.' (PWC, Group 1, 36+, London)

'I don't want him coming back into my daughter's life now. I would rather it be her choice.' (PWC, Group 1, 18-35, Newcastle)

Many of the PWCs intend to continue to bring up their child/ren on their own.

'I know he still lives in the area. They could probably find him if they wanted to but there's absolutely no interest there.' (PWC, Group 1, 36+, London)

'I'm not having him in our little life, she's so bright and you should see her report, always A's. I think 'I'm not having you come along and wreck it all'.' (PWC, Group 1, 18-35, Newcastle)

Some PWCs were considering contacting the CSA but had not yet been motivated to do so.

'Sometimes I'm bitter about it because I just think I've let you get off scott free. But then other times I just think well I've got the upper hand because if I wanted to I could just go and do it.' (PWC, Group 1, 18-35, Glasgow)

'I initially had a phone call, when I first came over here, I think it was someone that was allied to the CSA, to talk about child maintenance and then when I explained he was in Spain and self-employed and everything, she said well the CSA can't actually do anything but there is a route apparently I can go down, where he goes through the courts, and then whatever order they come up with, the Spanish police or authorities, then enforce it over there...it is something that I am interested in, yes.' (PWC, Group 1, 36+, London)

'Well my role before I go to the CSA is to initiate contact again and try to come to arrangements one on one for the sake of my daughter. After I've exhausted every avenue that I can, speak to him, try to get something put in place, and then if it doesn't work out by all means I'd go to them.' (PWC, Group 1, 18-35, Glasgow)

Intentions – NRPs providing no support

Some NRPs intend to pay towards their children in the near future.

'I would do everything I could to help them. But there is nothing set in place yet...I'm expecting that to come along when we go through all the divorce proceedings.' (NRP, Group 1, 36+, Glasgow)

Some NRPs do intend to pay towards their children but currently can't afford to.

'I am looking for a full time job on the cards you know, so probably be less money per hour but at least it will be a steady income so if I could get a job like that and a flat you know that would be great, it would mean that I could come to some sort of arrangement with [PWC] and you know and also have somewhere where you could go and stay, or come and visit at the very least to begin with just have to wait and see.' (NRP, Group 1, 36+, London)

Lack of contact is seen as a barrier to an intention to change for some NRPs.

'I would like to change it [lack of support], if she was to give me contact, I would like contact so I would.' (NRP, Group 1, 18-35, Belfast)

A few intended to spend time with their children but have never done so.

'Certainly intentions but nothing like 'I'll see you every Wednesday, I'll see you every Saturday.' (NRP, Group 1, 36+, Glasgow)

A few NRPs had intentions to seek legal advice but held the perception that the CSA is not on their side.

'The normal situation is that the male has got to pay maintenance and so the CSA is the big, bad wolf in that.' (NRP, Group 1, 36+, Glasgow)

Information – PWCs receiving no support

Many of the PWCs had limited or no awareness of where to go to seek information/advice.

'Well where do I start? I don't know...If I knew I would.' (PWC, Group 1, 18-35, Glasgow)

'I feel as a single parent, perhaps the help could have been pushed a wee bit more or if the services know that they are dealing with a single parent, just make sure that they find out all they're entitled to. Give them guidelines about things like name on the birth certificate. It's not always just knowing if you're entitled to money or things like that.' (PWC, Group 1, 36+, Belfast)

Many were confused over what their individual parental rights were.

'I didn't put in for maintenance because of thinking he had to have access and then when I found out a couple of years later that he wouldn't have got access still, I was getting by on my own.' (PWC, Group 1, 36+, Belfast)

There was some level of awareness of CSA among most of the PWCs, but this was not considered an option because of individual circumstances.

'There was no other support for me, it was either CSA or nothing, and because of the violent past, I didn't want to.' (PWC, Group 1, 36+, London)

'I'm not ready to go down that road yet, I know I will have to. If I start working he's going to have to start paying for her but I know in myself I'm not ready to face him yet.' (PWC, Group 1, 18-35, Glasgow)

For some of the PWCs, contact with the CSA had not been helpful.

'When I had [child] the CSA phoned me and asked me questions about [child's] dad and I lied. I said I came back from holiday and I was pregnant. Because they try and force you to pursue your claim and as I felt intimidated by them right through my pregnancy and to me they were total strangers and I did not want them anywhere near my child. And I think that's maybe why.' (PWC, Group 1, 18-35, Glasgow)

'I didn't seek advice from them [CSA], they called me, was wanting to have 20 questions off me which I didn't appreciate, I felt if that was something I wanted to do then I should've been allowed to contact them but they were hassling me and wanting to know about [child's] dad, where he was. I took that decision that I didn't want him involved so that's why I wasn't prepared to tell them but I think looking back on that now it think that was quite invasive for them to do that to me.' (PWC, Group 1, 36+, London)

Some held the perception that there are no support options available due to the separation circumstances.

'It should be both parents' decision or as I took my decision to ask them or not to ask them. Technically they should be, but I don't feel that unless I want to ask them we shouldn't be pressurised into doing that.' (PWC, Group 1, 36+, London)

A few PWCs had the perception that they were not entitled to any support as the NRP is on income support.

'If you go to the CSA and ask for child maintenance they'll look at you and say, what is he doing, oh he's unemployed.... there's nothing, there's no point in doing anything.' (PWC, Group 1, 18-35, London)

'Very early on I think I phoned [CSA] and they said oh if he's on income support you don't get anything anyway, so that was it.' (PWC, Group 1, 36+, London)

Information – NRPs providing no support

Many of the NRPs had sought legal advice about financial matters relating to the separation and about their rights to the child/ren.

'Well it was good to go and do that, but the lawyer herself said to me what is this all going to lead to, and I was asking what is this going to get me, I had to pay, it was a few quid to go and get this sorted out! She was saying worse case scenario with this litigation, it might take a year and a half and you'd end up paying something like two grand and you'd get to see your daughter... And I was hopeful it could've been resolved in another way before, a year and a half's a long time away, it was a brick wall really it was good to go and ask, I learned a lot.' (NRP, Group 1, 18-35, Glasgow)

'I've kind of said to the legal secretary...I just want it done as easily and quickly as possible...just give what's fair and what she wants, everything in place, if she wants everything she can have everything.' (NRP, Group 1, 36+, Glasgow)

'I have made an appointment with a lawyer to look at separation agreements next month, in September.' (NRP, Group 1, 36+, Glasgow)

'Through my union, there is a solicitor which specialises in the separations, I would imagine there is quite a few, I would imagine there is quite a few separations in our company. Yeah I could have got some advice certainly....what advice they would have given me I don't know!' (NRP, Group 1, 36+, Newcastle)

Many of the NRPs were confused about what information was available to them.

'It would be good to know what your actual legal responsibilities are because obviously if you take what your legal responsibilities are, then you can work up for there, rather than thinking it's the bare minimum. Well it is the bare minimum you have got to do.' (NRP, Group 1, 36+, London)

'I don't know [what information was available]. I just needed help really. I needed it for court at the time...I didn't know at the time. I didn't know to see or whoever.' (NRP, Group 1, 36+, Cardiff)

Many did not think they needed any support/information at that time due to the arrangements being amicable with the PWC, or the belief that they could deal with things on their own.

'I didn't need any support at that time...I still felt in control of my emotions. I was still able to do what I did on a day to day basis in terms of work and going out and stuff. I knew how it felt to be very depressed and I didn't feel the same.' (NRP, Group 1, 18-35, London)

'[why didn't seek information] It was amicable so there was no need to. I wasn't in the 'Fathers For Justice'.' (NRP, Group 1, 36+, London)

'All my life, I've always dealt with things myself, so it wouldn't, it never occurred to me to ask anybody 'what should I do, where should I go, can you help me?' Because it's not anything that has been done to me, its something that I've done myself, so if I've done it, I'll deal with it, I'll cope with it, it was my choice.' (NRP, Group 1, 36+, Glasgow)

Some NRPs sought legal advice from the Internet.

'I was just lucky enough to go on the internet and found the legal website.' (NRP, Group 1, 36+, Glasgow)

A few felt that there was a need for a helpline as a source of information.

'Probably if there was a helpline you could phone up if you were in a position where you were separating or getting divorced and you could phone. There are help lines for everything but I've never come across one, not one that panders to your emotional side but deals with the practical side of things.' (NRP, Group 1, 36+, Glasgow)

A few sought advice from CAB about level of debt.

'I went to them about other debts that had been accrued when I was with her.' (NRP, Group 1, 18-35, Glasgow)

Attitudes influencers – PWCs receiving no support

The majority of PWCs tended to receive more emotional and financial support from their mothers.

'If I was starting work, sometimes I would start at eight in the morning and my mum would come down and pick him up. Or I'd maybe even stay at my mums the night before because he sleeps quite late in the mornings so to save having to wake him up. Yea mum was really good.' (PWC, Group 1, 18-35, Glasgow)

'My Mum just listened to me, sat with me while I cried, took the kids to give me some head space.' (PWC, Group 1, 18-35, Glasgow)

'But I think it's because of my mother, the reason why I've been very determined not to be a statistic of a single mother. My mum has a masters and PhD so she's always pushed me to do well within my life so I'm quite lucky like that but a lot of children don't have that person to look up to and say I want to be like that.' (PWC, Group 1, 18-35, London)

'I didn't tell my mum until I was five months pregnant and she went straight out and bought me everything I needed, and just there emotionally for me at both births and always there for me, she helped me when I started back to work. She'd mind the kids for me so I could get back out to work because I didn't like being at home I wanted to be out working too. And when [child] was diagnosed with cerebral palsy she was the first one I turned to as well so she was a great help.' (PWC, Group 1, 36+, Belfast)

'My mum was very much there for me, it was a very emotional time.' (PWC, Group 1, 36+, Belfast)

Many of the PWCs tended to be single minded and strong willed. The degree of influence from parents and friends was considered to be minimal.

'I just ask her advice on things sometimes but I prefer to take my own advice.' (PWC, Group 1, 18-35, London)

'A fair bit [of influence] I suppose, but I'm strong minded and would have done my own things anyway.' (PWC, Group 1, 36+, London)

'My mum and pals wanted me to get something in place money wise and I haven't. They wanted that stability there for me and [child].' (PWC, Group 1, 18-35, Glasgow)

'I don't know if they had influence on what I did because I didn't have any options. The only options were to try and make it work out there, or come back to England, so I tried to make it work, because the kids didn't want to come back to England. So that's why I struggled on out there until it was really impossible.' (PWC, Group 1, 36+, London)

For many of the PWCs, friends were considered to be 'good sounding boards', boosting morale and providing companionship.

'I talk to my friends but I just get on with it cos there's no point dwelling on a situation you can't change.' (PWC, Group 1, 18-35, London)

'I've got a great network of friends that have been there for me through everything so I'm lucky there.' (PWC, Group 1, 36+, London)

'My friend was there, that was it, nobody else.' (PWC, Group 1, 18-35, Newcastle)

Some PWCs had sought support/advice from external organisations and professionals which included: solicitor, health visitor and social worker.

[Feels safer expressing her views with the solicitor] 'I feel safe to express them as there is another person in the room.' (PWC, Group 1, 18-35, London)

[Finlay Family Network] Just emotional support really they were there to listen and to ask for any help if I needed. When I was decorating the house they got a team together and came up and helped me. Mostly emotional just somebody to listen and not judge you and the situation, she helped me get all the bills sorted out and rearranged into my name.' (PWC, Group 1, 18-35, Glasgow)

'I have a social worker because of [child] and her disability so she would come out and I can talk away to her if I'm having a bad day I can just open up to her, phone her, she's always on the other end of the phone. Same with [child's] physiotherapist, they all know the story with the kids so I have people I can phone up and let off steam to if you just need a wee chat and talk away.' (PWC, Group 1, 36+, Belfast)

'I did have my health visitor calling and I must admit I tried to hide my depression and she called one day unexpectedly and she seen how I was struggling and upset I was even though [child] was a very good baby. I think that was because of what had happened with the relationship and all the stress, it caused me.'
(PWC, Group 1, 36+, Belfast)

For some PWCs, parents and sisters provided practical and in some cases financial and/or emotional support.

'Just help if I needed an hour to go to Tesco or something she'd [sister] have the baby for an hour that type of help really.' (PWC, Group 1, 36+, Cardiff)

'My mum and dad have been really good, they had helped me financially supported me till I got back on my feet.' (PWC, Group 1, 18-35, Glasgow)

Attitudes influencers – NRPs providing no support

For the majority of NRPs, family/friends provided emotional, practical and financial support.

'I had to move back in with my mum and dad so I suppose I got support there coz I couldn't afford to go live anywhere on my own.' (NRP, Group 1, 18-35, Glasgow)

'She [mum] does my washing sometimes, if I take a bag up, she does my washing until I get my washing machine... I haven't spoken about it with anyone, not even my mother, she doesn't speak about it.' (NRP, Group 1, 36+, Glasgow)

'Got support from my family and my friends... not so much a shoulder to cry on, somebody to go for a drink with you, or something like that, just when you are on your own, somebody say come on and go for a drink. My mother was quite good, not taking too much off me in terms of money for my keep, it was really just enough to feed me.' (NRP, Group 1, 36+, Glasgow)

'Just friends and family giving me advice, you know, sort of helping me out.' (NRP, Group 1, 36+, London)

'I would say my family, my brothers, I mean even my sister-in-law, the wife of [PWC's] brother, she was very supportive to both of us, obviously I mean for how long we have known her and stuff, the situation, but family really.' (NRP, Group 1, 36+, Newcastle)

Some NRPs did not make their friends and family aware of the whole situation – holding back on information such as level of debt, lack of child maintenance contributions etc because of the associated shame/embarrassment.

'Yeah I didn't want to go into it, I just said, all I said to my mother was that I didn't have a lot of spare money because of the break up and I couldn't afford to give her enough. I didn't want to worry her about debts, obviously didn't want her to know I wasn't paying anything, she wouldn't be impressed with that at all.' (NRP, Group 1, 36+, Glasgow)

'So I talked to my brother a bit about it all the support...it was just you will get over it, things get better. He didn't know that she was pregnant at the time.' (NRP, Group 1, 18-35, London)

Many knew of friends who had been in a similar position.

'A couple of close friends have gone through divorce and stuff like that and they always found time to discuss it.' (NRP, Group 1, 36+, London)

Some NRPs had been involved with a mediator and some had attended counselling with the other parent.

'I did that and it got rejected the only reason I got to see [child] is because a friend of mine acted as a mediator... this was about six months later and by then she was looking for money, for babysitting whatever.' (NRP, Group 1, 18-35, Glasgow)

'I did some counselling just at the time the emotions they were very very bad...[PWC] turned up sometimes but we had counselling for about two months but it didn't really change anything, because at the time she was pregnant and she started to be up and down and it was very very difficult, the relationship was very, very, very, difficult.' (NRP, Group 1, 18-35, London)

Some were in the process of/had sought legal advice to know their rights.

'I have made an appointment with a lawyer to look at separation agreements next month, in September.' (NRP, Group 1, 36+, Glasgow)

Some NRPs did not talk to anyone about the situation as it was considered to be a private matter.

'No, it's nothing to do with them...it's completely private.' (NRP, Group 1, 36+, Glasgow)

PART 2: DETAILED INTERVIEW FINDINGS – GROUP 2: SOME SUPPORT

This section presents detailed research evidence collected from parents receiving/providing **some**¹ child maintenance support. The output tables are presented according to the main themes and contain the key insights from the depth interviews. Supporting evidence, from depth interviews, is presented in italics.

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** A summary of the key relationship data has been summarised in a table format to provide an overview of the separated parents we spoke with during the primary research. Relationship is one of the main drivers of child maintenance behaviour and evidence of this is reported throughout this section, in particular within the emotions and attitudes, beliefs and values sub-sections.*

¹ Some child maintenance support refers to those who are receiving some form of support such as help with bills, irregular payments specifically for the children, clothes or other ad-hoc essentials. This excludes shared care and a regular agreed exchange of money for a child/ren.

Key facts - relationships

Key facts – relationships

	12 PWCs	12 NRPs
Previous marital status	<ul style="list-style-type: none"> • Four PWCs were married. • Four were co-habiting. • Two were co-habiting on and off. • Two were in a relationship but not living together. 	<ul style="list-style-type: none"> • Six married. • Four co-habiting. • Two in a relationship but not living together.
Current relationship	<ul style="list-style-type: none"> • Four PWCs have little or no contact. • Six PWCs have an unfriendly relationship. • Two PWC has an amicable relationship. 	<ul style="list-style-type: none"> • Eleven out of the twelve described their relationship with the PWC as amicable/friendly. • One NRP had no contact.
Paternity	<ul style="list-style-type: none"> • Not an issue. 	<ul style="list-style-type: none"> • Not an issue.
Reason for break-up	<ul style="list-style-type: none"> • There are a number of reasons for break-up recorded such as drifted apart, NRP has an alcohol/drugs/gambling problem, NRP had an affair or a jealous and aggressive NRP. One PWC didn't want more children so NRP ended the relationship. 	<ul style="list-style-type: none"> • Reasons focused on growing apart and being unhappy in the relationship. • One PWC had an affair and one NRP had an affair.
Contact with children	<ul style="list-style-type: none"> • The majority of NRPs have contact with their children through informal arrangements. The majority of the contact is irregular although one has no contact at all. 	<ul style="list-style-type: none"> • The majority of NRPs had regular contact, at least fortnightly/weekly visits or overnight stays. • One NRP hasn't seen the children for two years.
Re-partnering	<ul style="list-style-type: none"> • Three PWCs were aware that the NRP had a new partner. One PWC had re-partnered. 	<ul style="list-style-type: none"> • Six out of twelve NRPs had re-partnered. • Some NRPs were aware that the PWC had re-partnered.
Introduction of new children	<ul style="list-style-type: none"> • One PWC noted that the NRP now had two more children. 	<ul style="list-style-type: none"> • No introduction of new children.

Emotions – PWCs receiving some support

All of the PWCs experienced worry over financial implications of the split.

'Yeah it's a big financial struggle now and then, my place that I'm in now is £1000 a month and I'm having to pay half of it and my wage doesn't even cover it...[How do you deal with that?] I worry.' (PWC, Group 2, 36+, London)

[Anything else concerning you?] 'It was just the bills side of it really, I had to make payment plans then with the companies that I owed the money.' (PWC, Group 2, 18-35, Cardiff)

'Money was my biggest concern just to keep my head above water, to keep us both fed.' (PWC, Group 2, 18-35, Newcastle)

'It was a struggle because...setting up the new home, and financing it initially and then I actually got some support on low income.' (PWC, Group 2, 18-35, London)

'The money situation was my biggest concern at that point.' (PWC, Group 2, 18-35, Glasgow)

The majority of PWCs were angry and upset at the break-up.

'Just gutted, just devastated, I was just confused coz when someone wants a child with you, you think they want you don't you.' (PWC, Group 2, 36+, London)

'I was sad at the time because I didn't feel like I was getting anywhere with him.' (PWC, Group 2, 18-35, Newcastle)

'There was a while there, where I kind of was a bit pessimistic and let things get on top of me maybe, being a bit angry at that point.' (PWC, Group 2, 18-35, London)

'I mean I've been on an absolute roller coaster ride where one day you're prepared to be perfectly reasonable and the next day your behaviour's totally erratic but I think it's the emotions of the situation.' (PWC, Group 2, 36+ Glasgow)

'I was obviously devastated that we split up.' (PWC, Group 2, 18-35, Glasgow)

For some PWCs there was a feeling of relief that the relationship had ended

'It was mostly relief...that I felt being back in control of my own life.' (PWC, Group 2, 36+, Londonderry)

'I ended it because I didn't want to be with him anymore...I felt relieved.' (PWC, Group 2, 18-35, Cardiff)

'When he did leave I felt sad, but relief at the same time.' (PWC, Group 2, 18-35, Newcastle)

'Once I had got over the shock of that then, actually I probably felt quite relieved. Because by that stage, my ex husband had become quite a burden.' (PWC, Group 2, 36+, Glasgow)

Some PWCs felt alone and stressed at having responsibility for everything.

'I was scared of how I was going to cope on my own with the two children.' (PWC, Group 2, 36+, Londonderry)

'It is still very hard at the same time, only one person to do it and all the stress about everything else.' (PWC, Group 2, 18-35, Newcastle)

'We [PWC and child] did feel very much alone in the situation, I felt very much alone.' (PWC, Group 2, 18-35, Coleraine)

Some PWCs expressed feeling guilty that the relationship had ended and worried about the impact of this on their children.

'I knew that I was staying in the house with the kids and he was the one that had to move out so I suppose there was a lot of guilt on my part which motivated me to be more generous than I needed to be.' (PWC, Group 2, 36+, Londonderry)

'My main concern was, I didn't want to see [her] being hurt.' (PWC, Group 1, 18-35, Coleraine)

'I feel like she is robbed a bit...when she sees a father figure she just stands back and takes it in, I don't know if she feels like she has missed out on anything.' (PWC, Group 2, 18-35, Newcastle)

Some PWCs were proud that they have done it all by themselves without help from the NRP.

'I'm proud of the fact that I brought the kids up on my own and done it myself.' (PWC, Group 2, 36+, Londonderry)

'I feel good that I've done it myself and I haven't got to thank him for anything.' (PWC, Group 2, 18-35, Cardiff)

'I probably had a bit of pride by that time probably thinking I can cope on my own I don't need your money.' (PWC, Group 2, 36+ Glasgow)

A few PWCs expressed anger and frustration with the NRP for disappointing the children through no interest in regular visits.

'I was cross because it was kind of disappointing them and you don't want them to be let down.' (PWC, Group 2, 18-35, London)

Emotions – NRPs providing some support

All of the NRPs experienced some form of stress over money issues.

'I was stressed because I was trying to pay my ex some money for the kids and I was paying my parents some money for staying there as well and trying to save to sort my own place out so I was quite stressed and lost a bit of weight...I think money was the biggest stress I had.' (NRP, Group 2, 18-35, London)

'I was so stressed out, I'd made myself ill because I was working such long hours.' (NRP, Group 2, 18-35, Cardiff)

'When we were together it was easier, but when you split up you have to fend for yourself, I found it quite tight to begin with.' (NRP, Group 2, 18-35, Glasgow)

'Affordability wise it was a nightmare because I was still paying the bills and everything for his house and leaving myself with nothing.' (NRP, Group 2, 18-35, Cardiff)

'I was really going through financial strain.' (NRP, Group 2, 18-35, London)

Most NRPs expressed a feeling of sadness that the relationship had ended.

'Yeah both, sad, both cried, sat there and obviously we have been together for ten years, we grew up together, quite a big part of our lives.' (NRP, Group 2, 18-35, Newcastle)

'I was devastated. I thought my world was going to fall apart.' (NRP, Group 2, 18-35, Newcastle)

'I was just unhappy for quite a long time, for a couple of years after we broke up.' (NRP, Group 2, 18-35, Glasgow)

'I felt really sad. I felt let down and betrayed.' (NRP, Group 2, 18-35, London)

Most NRPs felt sadness over not seeing the child/ren on a regular basis.

'Just when you don't see her, you miss her, still do miss her when I don't see her. You just feel bad that it happened.' (PWC, Group 2, 18-35, Glasgow)

'Not a day goes by where I don't think about the children and I'm hoping that when they're older they will come and I'll see them more regularly.' (NRP, Group 2, 18-35, Cardiff)

'I've missed out on a few parents' evenings and stuff because she just hasn't told me. So that does affect me because I'm quite interested in my child's education and I think its very important just to know what she's up to really.' (NRP, Group 2, 18-35, London)

Some NRPs worried about the effect of the separation on the children.

'[She] was the main concern...we just wanted to notice if there was anything wrong.' (NRP, Group 2, 18-35, Glasgow)

'Just worried about the kids. I worried about them a lot, where they were at, who was looking after them, were they OK? That was the main thing on my mind day in and day out?' (NRP, Group 2, 36+, Coleraine)

For some NRPs there was worry over PWC threat of contacting CSA.

'It would be a threat to say, you know, 'I've asked you once or twice, if I have to ask you again, its going to result in getting the CSA involved'.' (NRP, Group 2, 18-35, London)

'I was worried that she would go to the CSA and things would go pear-shaped and I would get money taken off my wages.' (NRP, Group 2, 18-35, Glasgow)

'She used the CSA as a threat against me.' (NRP, Group 2, 18-35, London)

A few NRPs felt frustration at the lack of control over contact with child/ren (led by PWC).

'She kind of gave me threats that I couldn't see her even though I was paying money towards the upkeep of the child. Certain threats like 'if you do that again, you can't see your child' and things like that. It does cause you to worry. You think, you know, how can someone have so much power with something that you've both created.' (NRP, Group 2, 18-35, London)

'She was wanting me to take them more and more through the week. I said I'll take them as much as I can, take them out as much as I can, but until I get sorted with my own place it's hard. Then for a few weeks she stopped, she wouldn't send them, I had to go to court.' (NRP, Group 2, 36+, Coleraine)

Attitudes, beliefs and values – PWCs receiving some support

The majority of PWCs believe they bear all the responsibility for parenting and care.

'I just kind of now, take it all on my own shoulders.' (PWC, Group 2, 18-35, London)

'I think sometimes you do become conscious that you are the one who has to teach him everything whether that's teaching him to tie his laces, or swim or ride a bike or whatever. All these things need to be my responsibility.' (PWC, Group 2, 36+, Glasgow)

'Don't have any reason to speak to him week in week out about his parenting decisions because I tend to make all of those.' (PWC, Group 2, 36+, Glasgow)

'I'm the mother they live with me I've got total responsibility and it's my duty to make sure they have everything they need. To make sure the nursery fees are all paid up because if the nursery fees aren't paid up they're not going to be accepted in nursery, and I'll have to look after them.' (PWC, Group 2, 18-35, London)

Most of the PWCs felt that the NRP should be making a contribution towards the child/ren.

'Oh yeah he has an obligation, he definitely has an obligation.' (PWC, Group 2, 18-35, Glasgow)

'Because why should I do it on my own. A kid has got two parents, so both parents should provide, not just one. Why should the other one just get away with living a great life. Having a kid is not easy and it's not cheap.' (PWC, Group 2, 18-35, Glasgow)

'They're his children you know he should go halves with me.' (PWC, Group 2, 18-35, London)

Some PWCs didn't think pursuing arrangements through the CSA would result in child maintenance being paid and would cause emotional and relationship difficulties.

'I think as well, it felt like a big job you know, like, you are trudging up all this stuff again.' (PWC, Group 2, 18-35, London)

'I wonder if these agents can come and actually cause a little bit more turbulence, maybe bitterness as well... this is what I am entitled to and if you start getting like that, and at the end of the day I just kind of wanted to move on.' (PWC, Group 2, 18-35, London)

'I just feel that involving someone else at that point in time would have been quite counter productive, at that time, as there was no money to be had.' (PWC, Group 2, 36+, Glasgow)

For some PWCs if the NRP doesn't pay for the children he shouldn't have visiting rights or a say in their upbringing (withdrawal of access can be used as a punishment by PWCs).

'I suppose because I don't take money from him, it means he doesn't have any say in how things happen.' (PWC, Group 2, 36+, Londonderry)

'The idea of the thing was really to see his daughter he would have to pay, and he didn't. You don't see, you don't pay. And he didn't come to see and I never received the payment.' (PWC, Group 2, 18-35, Newcastle)

'So I thought if you are not giving any money, you aren't getting any information!' (PWC, Group 2, 18-35, London)

Some of the PWCs felt the NRP should be more involved with the child.

'He should really just be a father, she is his as much as mine and he should take as much interest as I do, and that's what it should be.' (PWC, Group 1, 18-35, Newcastle)

'I think he should have been spending quality time with [her], I think [she] wants to do a lot more, from [her] point of view, she really wants to do more, she would like to stay with him, maybe one night and have dinner there.' (PWC, Group 2, 18-35, Coleraine)

For some of the PWCs the NRP maintaining contact with children was considered to be more important than financial contributions.

'He could contribute a bit more if he wanted but it doesn't really bother me as long as he's got a better relationship with him.' (PWC, Group 2, 18-35, Cardiff)

'I don't really care about anything as long as he has quality time with him.' (PWC, Group 2, 36+, London)

A few PWCs were more concerned about the child than fighting with the NRP to get them to contribute.

'I could have rung them [CSA] and had them [CSA] take the money off him, but at the same time that would have been taking her back to what she was living in anyway. It wasn't nice...just the lifestyle that he lives, just not a life I wanted her to go back to.' (PWC, Group 2, 18-35, Newcastle)

A few PWCs felt they ended up with a role in encouraging the NRP to make arrangements.

'I take very much on board that it's something that I should do to try and you know reach an agreement that's acceptable.' (PWC, Group 2, 36+, Glasgow)

Attitudes, beliefs and values – NRPs providing some support

The majority of NRPs felt a strong sense of responsibility towards providing for their children.

'Obviously at the end of the day she is my child and financially she was dependent on both of us you know what I mean? If they needed money they would have got it, that's not a problem.' (NRP, Group 2, 18-35, Newcastle)

'It's your responsibility because we bring them into the world. I don't expect other people to look after my children. I look after them financially.' (NRP, Group 2, 36+, Cardiff)

'If you have a child you have to be prepared to handle responsibilities financially and emotionally.' (NRP, Group 2, Cardiff)

'The priority was always to look after, you know, if you look after your own first and then whatever's left, you deal with that afterwards.' (NRP, Group 2, 36+, London)

'At the end of the day she is partly my child, I have a responsibility - my responsibility is bringing her into this world, and bringing her up and supporting her through until she is old enough to support herself.' (NRP, Group 2, 18-35, Newcastle)

'As long as my children are cared for, I couldn't care about anything else.' (NRP, Group 2, 18-35, Cardiff)

Many of the NRPs felt mistrust of the CSA and believed that they should only be used if the relationship breaks down.

'If I went to the CSA they would take out more but she wouldn't get it. I think because I give her the money myself it works better for us.' (NRP, Group 2, 36+, Cardiff)

'It's from the people around me like my best mate and the CSA take him to the cleaners but she says she doesn't get all the money every month. She doesn't get the full amount so where does the money go?' (NRP, Group 2, 36+, Cardiff)

'Because my mum took my dad to the CSA and my mum used to get most of my dad's wages and I don't think that's right.' (NRP, Group 2, 18-35, Newcastle)

'The actual letters CSA, people just turn away from at the moment because they know there's so much, you know gone wrong, people don't trust them.' (NRP, Group 2, 36+, London)

'I don't want any government, any association or any people sticking their nose in, it's going well.' (NRP, Group 2, 18-35, Glasgow)

Some NRPs felt there was a perception of bias in favour of PWCs in the statutory system.

'If I was to be honest, the CSA, I think it's more geared to the child's mother than the father.' (NRP, Group 2, 18-35, London)

'They always chase after the absent parent but the parent whose got care is getting help from everywhere.' (NRP, Group 2, 18-35, Cardiff)

'The way I looked at it at that point, anybody was going to take the mother's side.' (NRP, Group 2, 36+, Coleraine)

'But, it's all in favour of the mothers isn't it. It was very difficult, you just have to stand on your own two feet. There's nothing from like the government or anything to help you.' (NRP, Group 2, 36+, London)

'The pompous lawyer that I went to, he was saying to me that he's had these cases before and he can honestly say to me that the women will always win.' (NRP, Group 2, 36+, London)

Some NRPs felt they spend more quality time with their child/ren compared to when they were in a relationship.

'It's really strange, our relationship became a bit more protective over her because I didn't see her so any time when I had her, weekends, I would probably spoil her.' (NRP, Group 2, 36+, London)

'We see each other once or twice a week so it's all extra special, so we use that time to do as much as what we can, in that small time we have together.' (NRP, Group 2, 36+, London)

'I just appreciate her more, not that I didn't appreciate her before, but when you don't see her for a few days, you miss her.' (NRP, Group 2, 18-35, Glasgow)

Some NRPs were of the opinion that outside agencies can add strain to the relationship.

'When the CSA get involved it is almost like another person who doesn't understand the family or the family set up or the arrangements or whatever you call it, I think it's almost, it's like a structure that everyone goes through and you're just like another number.' (NRP, Group 2, 18-35, London)

'I think it would make things worse. It would make things worse because I wouldn't accept it.' (NRP, Group 2, 18-35, Glasgow)

'I've never been a big believer of someone else, government being involved in your family affairs...it's uncomfortable and I think it actually affects the relationship that you have with your child and the mother because if it could have been worked out then now you've gone down that route, now it's never going to be worked out.' (NRP, Group 2, 18-35, London)

A few NRPs feel they can't trust the PWC to spend the money on the child.

'I wasn't giving it [money] to her anyway, because she was just drinking all the time.' (NRP, Group 2, 18-35, Coleraine)

'I couldn't trust her at that point, with money, because I know she was probably drinking and partying every weekend.' (NRP, Group 2, 36+, Coleraine)

'I don't want to support him, just my children.' (NRP, Group 2, 18-35, Cardiff)

Key facts - affordability

Key facts – affordability

	12 PWCs	12 NRPs
Source of income	<ul style="list-style-type: none"> • Main source of income through employment, only three PWCs in this group were unemployed. 	<ul style="list-style-type: none"> • Main source of income through employment.
Level of income	<ul style="list-style-type: none"> • Income varied between £10k and £57K, the average income was approximately £20,000. 	<ul style="list-style-type: none"> • Income varied between £13,000 to £70,000.
Employment status	<ul style="list-style-type: none"> • Mix of full-time & part-time employment (four part-time and four full-time). One PWC is self employed and three are unemployed. 	<ul style="list-style-type: none"> • Always been in employment. Drop in overtime for some.
Support 'in-kind'	<ul style="list-style-type: none"> • Some NRPs provided: <ul style="list-style-type: none"> ➢ Ad hoc contribution to clothes or trips/activities e.g. swimming lessons; ➢ Small amounts of cash provided on an irregular basis; ➢ Contributions to Christmas & birthday presents; and ➢ Some shared care so support 'in-kind' provided when child stays. 	<ul style="list-style-type: none"> • Regular provision of one or more of the following: <ul style="list-style-type: none"> ➢ Shared childcare (at least one night per week or weekends); ➢ Regular contribution to clothes, trips, activities and presents; and ➢ Some give money direct to children.
Housing	<ul style="list-style-type: none"> • The majority were in rented accommodation, but four stayed in the family home. 	<ul style="list-style-type: none"> • Mix of homeowners and those who rent.
Settlement arrangement	<ul style="list-style-type: none"> • Very little formal arrangements. Ad hoc visits and payments. Only one had a direct debit arrangement but this stopped six months later. 	<ul style="list-style-type: none"> • The majority had a verbal agreement to buy the children items when needed. The majority had regular weekly visits with children.

Affordability – PWCs receiving some support

The majority of PWCs felt it was a financial struggle without regular payment of child maintenance.

[Difficulties PWC had to overcome] 'Just managing my money better with bills and things and with [him] wanting money for trips, I put money by every week with paying the bills, sorting out payment plans.' (PWC, Group 2, 18-35, Cardiff)

'My life is definitely better without him, but not having the arrangement about the money definitely affects me as far as bills and debt goes.' (PWC, Group 1, 18-35, Newcastle)

'At first it was a bit difficult to keep everything in order you know. e.g. not making sure that I wouldn't be overdrawn by more than x amount every month. At first that was a bit difficult, you know because as soon as you get paid, as you know, it just all disappears. So that was the hardest thing to do because I already had my routine in relation to children drop off, work and stuff like that. So then I had to try and get my finances in order trying to budget more.' (PWC, Group 2, 18-35, London)

'I thought if he is not going to give me money then, I basically just have to get on with it, and do the best I can with the benefits I get.' (PWC, Group 2, 18-35, Glasgow)

Most of the PWCs feel more financially aware since the break-up.

'I definitely became more moneywise, because I knew now, that's it, that was our lot, once the place was sold, that was all I had and then I had to resource my own money. So I definitely kind of shopped wisely.' (PWC, Group 2, 18-35, London)

'I'm very methodical about financial things and again that's a learning curve for me, I was probably a bit more haphazard.' (PWC, Group 2, 36+, Glasgow)

'I will make sure the money is put away before I go spending everything.' (PWC, Group 2, 18-35, Glasgow)

For some PWCs financial assistance was provided by their family.

'My mum and dad would always help me, always come around with food or if my mum knows I'm going out with a friend for something to eat they'll drop a tenner in so I've got money for my meal for the take away. Mum and dad are good like that I've always had the help from my parents so I haven't had that financial difficulty.' (PWC, Group 2, 36+, London)

'Well financial and my sister she helped look for a place to live. My brother did some decorating when we finally moved in.' (PWC, Group 2, 18-35, London)

Affordability – NRPs providing some support

Most NRPs received a lot of help from family and friends after the break-up in terms of accommodation and financial help.

'I stayed with a friend for about six months.' (NRP, Group 2, 18-35, Coleraine)

'She [Mum] gave me financial support as well because she didn't charge me rent for the first few months and she would buy the kids stuff if they needed things just so I could get back on my feet.' (NRP, Group 2, 18-35, Cardiff)

'My mum always bought her the uniform.' (NRP, Group 2, 18-35, Coleraine)

The majority of NRPs purchase *ad hoc* essentials upon request by PWC or child or pay directly into child's bank account.

'We've never really come to any financial arrangement, if she needs clothes, I'll take her out and get her some clothes, if she's here with me I'll feed her.' (NRP, Group 2, 18-35, Glasgow)

'He started getting greedy and wanted more and more and that's when I decided to open the kid's accounts and worked out what the CSA would cost me and if I paid that then they would leave me alone.' (NRP, Group 2, 18-35, Cardiff)

'One week, she would get a pair of trainers or something, I would have got her them, got something for [him] when he needed stuff.' (NRP, Group 2, 36+, Coleraine)

Some NRPs mentioned high financial outgoings with contributions towards two rents/mortgages at the time of the split.

'I was paying a lot of rent and paying part of her place as well and obviously giving her money for the child.' (NRP, Group 2, 18-35, London)

'I think the big one was money; it was like how can I fund one house that I don't live in and fund one that I'm living in now?' (NRP, Group 2, 18-35, London)

'Affordability wise it was a nightmare because I was still paying the bills and everything for his house and leaving myself with nothing.' (NRP, Group 2, 18-35, Cardiff)

A few NRPs made a sacrifice of car and/or other personal expenditures to provide for their child/ren.

'We had a car which she took but I still paid the hire purchase on that, so for the first few years I was quite broke.' (NRP, Group 2, 18-35, London)

'I stopped going out, stopped drinking and having a social life just to pay as much as I could for them. They were my number one priority to support.' (NRP, Group 2, 18-35, London)

Intentions – PWCs receiving some support

Some PWCs said that NRPs promise support but provide little or none to PWCs.

'No, there were a lot of promises but nothing came to light...the odd five pound here and there...at least if he had paid something a week towards schooling or something, but I didn't get it.' (PWC, Group 2, 18-35, Cardiff)

'It was discussed loads of times and promised loads of times to give me some money, around about the £50 mark every week but he didn't.' (PWC, Group 2, 18-35, Newcastle)

'He may pay one week he may not pay for three weeks.' (PWC, Group 2, 18-35, London)

Some PWCs had no intentions to pursue maintenance because of concerns about relationships and access.

'[My reason] for not contacting the CSA, would be because of that [NRP on benefits], there wouldn't be any point... I think if I was to bring it up again he would probably hang up.' (PWC, Group 2, 18-35, Coleraine)

'No, I wouldn't want to. I wouldn't want to push anything in case it meant me getting money off him and then him worming to get in to see my child because I would find it really hard to give her away for a little bit.' (PWC, Group 2, 18-35, Newcastle)

'I think as well, it felt like a big job you know, like, you are trudging up all this stuff again you know.' (PWC, Group 2, 18-35, London)

A few PWCs would prefer more structured arrangements.

'Ideally now, I would like it regular because you know it was fine when they are a little bit younger, but now because they are a little bit older, I can start doing other things, and making plans.' (PWC, Group 2, 18-35, London)

'I would want him to start providing for the boys, as I already said, buying them things, I would be happy with that, I would rather him do that than give me money.' (PWC, Group 2, 18-35, Glasgow)

A few PWCs would like to sort something out for the sake of the children.

'Looking back now it seems like a very low time in my life, I was very emotional at the time...but now I would like to see what exactly it entailed...if [she] ever asked me in the future and felt the need to see her father, I would maybe put it in order then.' (PWC, Group 2, 18-35, Newcastle)

'If he could set up like a bank account for her, a wee account for [child], if he didn't want to give me the money, put the money into that, then and I don't have to go near it. She could keep this money until she was whatever age, I would be happy enough with that really.' (PWC, Group 2, 18-35, Coleraine)

Intentions – NRPs providing some support

The majority of NRPs had no intention to change current arrangements or involve the CSA.

'I don't have any other kids so I don't know, it must be a nightmare, things with the CSA and people having five or 600 quid taken off them and being forced to chuck their job because they're coming home with nothing. I don't agree with the CSA at all.' (NRP, Group 2, 18-35, Glasgow)

'Now, I'm not flat out all the time, trying to do the right thing, more or less to keep their mum happy, you know? Whereas before it was just, right we'll have to do this, I'll need to do it now, or she'll be on the phone.' (NRP, Group 2, 36+, Coleraine)

'I am quite happy, you know, with the arrangements that we have.' (NRP, Group 2, 18-35, Coleraine)

The majority of NRPs said they would continue to provide financially for their children.

'I'll keep paying until they turn 18, there's six years difference in [him] and [her], I'll just keep paying until [she] reaches 18 too.' (NRP, Group 2, 18-35, London)

'If it's to do with the children, they're my children, no-one else will support them so I will.' (NRP, Group 2, 18-35, Cardiff)

'If she is happy just for me to buy uniforms and take her on holiday and pay for this then I am happy to do that.' (NRP, Group 2, 18-35, Newcastle)

Some NRPs wanted to become the main carer for the child/ren.

'I'd like her to come and live with me, eventually, I'd like that to happen.' (NRP, Group 2, 36+, London)

'I would love to have [her] living back with me.' (NRP, Group 2, 18-35, Coleraine)

'I would like them to be with me all the time.' (NRP, Group 2, 36+, Coleraine)

Some NRPs felt it would probably be a good idea to put arrangements in writing but had no intentions to do so.

'Possibly, I don't know...at the end of the day, as far as I can see, as long as she's looked after, being cared for, being provided for, you know, that's what matters to me.' (NRP, Group 2, 18-35, Coleraine)

'Probably would be if we weren't as good friends as we are now. I think if we were a little bit bitter and didn't trust each other; it would be a good thing to do.' (NRP, Group 2, 18-35, London)

Information – PWCs receiving some support

The majority of PWCs were not aware of options outside of the CSA.

'I didn't really know where to go for help, just the CSA, there's a number you can call now.' (PWC, Group 2, 36+, London)

'Well the only one was the CSA but he threatened to quit his job so it wouldn't have made much difference if I had contacted them anyway.' (PWC, Group 2, 18-35, Cardiff)

'At points I didn't know where to go, and plus you get cocooned don't you, when you're in that, you know, you have children, you get a bit kind of lazy and you're not accessing the information around you.' (PWC Group 2, 18-35, London)

Some PWCs sought advice from a solicitor.

'I did go to a solicitors at the time. preventing him coming to the house, I really didn't want him near the house.' (PWC, Group 2, 18-35, Coleraine)

'I went to see what my rights were and he (lawyer) was very helpful and told me exactly what my position was with regard to finance and about trying to get the house signed over into my own name and what to do about any debts I hadn't agreed to.' (PWC, Group 2, 36+, Glasgow)

Some PWCs felt they would seek help from external organisations if they felt they needed it.

'If I thought I was going to fall apart I would be more likely to go to strangers to a support organisation.' (PWC, Group 2, 36+, Glasgow)

'If I've got a problem then I will ask people for advice... I'm quite good if I need help I will ask.' (PWC, Group 2, 18-35, London)

A few PWCs used the internet to start looking for advice.

'I used the internet quite a lot and stumbled across other people's stories if you do want any sort of support for lone parents you do tend to come across other people's stories. If anything this information that I got from the internet just started to convince me that regardless we would come out ok and we would get through this time.' (PWC, Group 2, 36+, Glasgow)

A few PWCs didn't look for information as they felt they didn't need it.

'It never crossed my mind and I don't think there was probably much that they could have done to help...I suppose at the time I didn't feel like I needed it.' (PWC, Group 2, 36+, Londonderry)

Information – NRPs providing some support

All NRPS felt that family and friends were the main source of information.

'I never felt the need to.' (NRP, Group 2, 18-35, Coleraine)

'I wouldn't, I just don't seek support.' (NRP, Group 2, 18-35, Glasgow)

'There's a lot of other people who've got a lot of information for you, friends and family, who's also had a lot of problems in their life, you know breaking up and all that and they've all got suggestions to try out. That was probably more of a help to me than anything else, you know what I mean?' (NRP, Group 2, 36+, London)

'If I wanted support I would go to my friend because she's my friend but I wouldn't ask anybody else because they don't know me, they don't know what I'm going through.' (NRP, Group 2, 18 -35, Cardiff)

'Sometimes you think you're doing something and you're not sure if it's right, I just used to ask people round me, what would you do in this situation? Pretty much seek advice in that sense.' (NRP, Group 2, 18-35, London)

The majority of NRPs sought advice from a solicitor.

'She sent us for mediation...but it didn't work.' (NRP, Group 2, 18-35, Cardiff)

'I asked the solicitor to get the bank accounts frozen.' (NRP, Group 2, 18-35, Coleraine)

'I had an appointment with a lawyer and the lawyer said to me that the system doesn't sort of look after guys that much.' (NRP, Group 2, 36+, London)

'My friend is a solicitor so I rang her and obviously I got advice of her so I knew where I stood.' (NRP, Group 2, 18-35, Newcastle)

Some awareness of support organisations, such as Gingerbread and Citizens Advice Bureau.

'My dad got me the numbers for the CSA and Gingerbread, he didn't want to see me get taken for a ride...I've got their numbers in my phone but I never called them because you look at the Jeremy Kyle show and you see mums and dads arguing and swearing and they haven't seen their kids for 6 months and all this, and my relationship was never like that... so I've never needed to call them.' (NRP, Group 2, 18-35, London)

Some NRPs did not know who to go to for information.

'I didn't, because I didn't know they were there.' (NRP, Group 2, 18-35, Cardiff)

'I hadn't a clue what way to go...I didn't know who to go to, or who to phone, or who to speak to or what to say you know in that sort of way, so I just never bothered, just took each day as it came.' (NRP, Group 2, 36+, Coleraine)

'I think a lot of guys seek information but they don't know where to go, where to look for it.' (NRP, Group 2, 18-35, London)

Some NRPS would not be comfortable seeking advice from external organisations.

'They would be strangers to me and that is not something I would be comfortable with, I wouldn't go as I don't think they would understand.' (NRP, Group 2, 36+, Cardiff)

'I would find it easier to talk to someone that knows me because they can judge me properly.' (NRP, Group 2, 18-35, Newcastle)

'I'd have to be really backed into a corner to go there [external organisation].' (NRP, Group 2, 36+, Coleraine)

A few NRPS would like to have more organisations focused on providing support for Fathers.

'I think there should be one sort of organisation which fathers can go to which has got some sort of government sort of stamp on it.' (NRP, Group 2, 36+, London)

Attitude influencers – PWCs receiving some support

For most of the PWCs parents and sisters provide practical, emotional and financial support.

'Mum provided financial support and also looked after the child.' (PWC, Group 2, 18-35, Cardiff)

'My sister...she thought I should just get rid as well...she was the one that kind of made me make the push.' (PWC, Group 1, 18-35, Newcastle)

'I mean my mum would occasionally look after [him] so that I could go out but certainly I didn't look to anybody else for financial help, it was more emotional support.' (PWC, Group 2, 36+, Glasgow)

'My mum, she's very supportive... in that she'll get my children for me or if I had to go in early she'd drop them off for me. You know if I wanted to go out with friends at the weekend she'd say no problem bring them around. You know that's the type of support I receive from her.' (PWC Group 2, 18-35, London)

'Emotional support my family, my mum and dad, my brother and sister and aunts and everything. They live locally they were all fantastic support.' (PWC, Group 2, 36+, Glasgow)

The majority of PWCs believe they have little or no influence on their decisions.

'No, they didn't influence me, my mum was disgusted with me for having two kids out of wedlock.' (PWC, Group 2, 36+, London)

'They would have been more supportive than trying to influence me.' (PWC, Group 2, 36+, Londonderry)

Some PWCs sought advice and information from solicitors.

'I went to the solicitors about the situations to find out where I stood, just about having contact cos I didn't really want him having his girlfriend around [him] at the time.' (PWC, Group 2, 36+, London)

'I suppose the solicitor was just drawing up the paper work. He did tell me he thought I was crazy agreeing to what I did but I had already made the decision.' (PWC, Group 2, 36+, Londonderry)

For a few PWCs new partners can be influential and on some occasions helped to keep PWC calm when dealing with NRP.

'When I'd get angry he'd calm me down.' (PWC, Group 2, 18-35, Cardiff)

A few PWCs felt the NRP's family were able to influence making arrangements.

'I kind of got along with them, so it was a little bit of pressure not to make it too formal and that, you know. We are here and we can help and we can support you, and he is doing his best. At that time you don't want to kind of fall out with everybody, so you kind of take on advice from them.' (PWC, Group 2, 18-35, London)

Attitude influencers – NRPs providing some support

The majority of NRPs had strong support and advice from family.

'My dad said about the CSA and Gingerbread, I think he didn't want to see me get taken for a ride and he wanted me to have some sort of control with the children so he spoke to them and said they said I only needed to be paying 400 instead of 550.' (PWC, Group 2, 18-35, London)

'My sister tried to advise on what's best.' (NRP, Group 2, 18-35, Coleraine)

'My mother and my sisters were more just you know, just like a support cushion, in terms of emotional stuff you know.' (NRP, Group 2 36+, London)

Some NRPs mentioned that friends who have similar experiences – tended to portray bad experiences of involvement with the CSA.

'I've got a friend, I think he's paying nearly £1000 for three kids a month, and he's got two with his new partner. I said to him 'I don't know how you do it'; I wouldn't be able to afford to live if that was me.' (NRP, Group 2, 18-35, London)

'I just think it's unfair, one of my mates had a good job, he was earning 28, 30 grand and it was £600 a month that girl was getting.' (NRP, Group 2, 18-35, Glasgow)

For some NRPs the PWC's family had an influence on letting the NRP see the child.

'The like of her son, and other family members saying 'listen I think you're being a bit unreasonable'.' (NRP, Group 2, 18-35, Glasgow)

'Her son, and other family members, said 'listen, I think you're being a bit, you know', because they all knew it was me that done everything with [her] you know.' (NRP, Group 2, 18-35, Coleraine)

A few NRPs said there was concern from these groups that the NRP was being/would be treated unfairly by PWC.

'Spoke to family about the unfairness of the PWC. Would go to family to say 'this is what's happened, is this fair, would you say I'm in the wrong?' I just wanted someone else's advice.' (NRP, Group 2, 18-35, London)

For a few NRPs their new partner encouraged them to listen to the PWC.

'She did say you are going to have to sit down and sort this out and she turned around and said, 'you're going to have to sit and shut your mouth and listen and she's going to have to do the same, you know it has to be done to work it out.' (NRP, Group 2, 36+, Coleraine)

One NRP had an amicable third party with them whilst they came to an arrangement.

[One thing that helped to put an arrangement in place] 'I think I'd have to say the third party. It had to be someone that we both respected and we both trusted. I think it was the third party that worked things out.' (NRP, Group 2, 18-35, London)

PART 3: DETAILED INTERVIEW FINDINGS – GROUP 3: REGULAR SUPPORT

This section presents detailed research evidence collected from parent’s receiving/providing *regular*² child maintenance support. The output tables are presented according to the main themes and contain the key insights from the depth interviews. Supporting evidence, from depth interviews, is presented in italics.

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* A summary of the key relationship data has been summarised in a table format to provide an overview of the separated parents we spoke with during the primary research. Relationship is one of the main drivers of child maintenance behaviour and evidence of this is reported throughout this section, in particular within the emotions and attitudes, beliefs and values sub-sections.

² A regular agreed exchange of money and/or shared care arrangements are in place for the children.

Key facts – relationships

	10 PWCs	9 NRPs
Previous marital status	<ul style="list-style-type: none"> • Six were married, three co-habited and one was in a relationship but never lived together. 	<ul style="list-style-type: none"> • Six co-habited, three were married.
Current relationship	<ul style="list-style-type: none"> • Most had amicable relationships with NRPs. 	<ul style="list-style-type: none"> • Most had amicable relationships with PWCs, a few noted strained relationships.
Paternity	<ul style="list-style-type: none"> • Not an issue. 	<ul style="list-style-type: none"> • Not an issue.
Reason for break-up	<ul style="list-style-type: none"> • Mix of reasons: <ul style="list-style-type: none"> ➢ Four - NRP affairs; ➢ Four - drifted apart; ➢ One - violence; and ➢ One - drinking problems. 	<ul style="list-style-type: none"> • Reasons given were: <ul style="list-style-type: none"> ➢ Three - constant arguing; ➢ Three - drifted apart; ➢ Two - PWC had an affair; and ➢ One - termination of a previous pregnancy.
Contact with children	<ul style="list-style-type: none"> • NRP has regular contact with children, with some overnight stays. 	<ul style="list-style-type: none"> • All had regular contact with children, some with overnight stays.
Repartnering	<ul style="list-style-type: none"> • One has a new partner. 	<ul style="list-style-type: none"> • One had re-partnered.
Introduction of new children	<ul style="list-style-type: none"> • Currently no new children. 	<ul style="list-style-type: none"> • Currently no new children.

Emotions – PWCs receiving regular support

Most PWCs expressed some degree of anger/bitterness towards the NRP and their perceived carefree life.

'I was quite angry with him and I suppose in another way I felt quite envious of him in the respect that now he literally could do what he thought he could, go where he wanted, with whom he wanted and have nobody to answer to.' (PWC, Group 3, 36+, London)

Most experienced the feeling of devastation/sadness as a result of their separation.

'There was no sort of arguments, but we had, which is very ironic, sort of a solid family, so the immediate aftermath was pure devastation cos I had no idea.' (PWC, Group 3, 36+, London)

The majority of PWCs were worried and concerned of the effect of the separation on their child/ren.

'I am worried about my children because obviously their daddy was their world.' (PWC, Group 3, 36+, London)

Some PWCs felt frustrated with the NRP not meeting the conditions of their agreement.

'Very angry, very very angry because I thought well these children are our children, and we should be doing this jointly, just because our relationship hasn't worked out, and in the end I said oh well just carry on, as long as the children had me there that was all I could do, it was beyond my control how he was acting. It was hard I've got to be honest, the arguing continued but this time we were fighting over the children because I was trying to make him stand up to his responsibilities but it was like knocking my head against a brick wall for about 12 months to be honest but things did settle.' (PWC, Group 3, 36+, Cardiff)

Some PWCs were fearful of the NRP changing financial arrangements and the implications of this.

'As long as he's paying the salary that's my worry yeah, he's sworn he will but I could be the bitter wife and say he swore to honour and obey me! No, but that is still in place I'm realistic that it probably will.' (PWC, Group 3, 36+, London)

'For me it was a big panic because I wanted to stay in the house that we had and it became apparent that that could be a problem financially once we started.' (PWC, Group 3, 36+, Newcastle)

For those relationships that involved domestic violence or continuous arguing and animosity, they reported feeling relieved at time of break-up.

'I was actually quite relieved, yeah because it was the end, he wasn't happy, I wasn't happy and we just seemed to rub each other up the wrong way and it wasn't making either of us happy.' (PWC, Group 3, 18-35, London)

A few PWCs felt worried and concerned about coping with their children on their own without the NRP.

'I told them (the children) that that was the decision I had come to and it was really hard, I shared with them my worries about how we could cope.' (PWC, Group 3, 18-35, Glasgow)

Some PWCs felt ashamed to be labelled a single parent and noted the negative stigma associated with being a lone parent.

'I didn't want to be a single parent and the stigma that sort of went with it.' (PWC, Group 3, 18-35, London)

Some PWCs noted their being initially upset at the time of the break-up due to maintaining communication with the NRP regarding their children.

'I mean, you don't want to speak to him. As soon as you see his car in the driveway you send the kids out the front door.' (PWC, Group 3, 36+, Glasgow)

'Once you start talking it isn't as bad but the initial talking is awful. I guess it feels like you're letting them in somehow, you're letting them back into your life.' (PWC, Group 3, 36+, Newcastle)

'I think it was always bad [talking to NRP] because I had been betrayed and really you just don't want that person in your life at all so it's always bad talking to them.' (PWC, Group 3, 36+, Newcastle)

A few PWCs felt considerable pressure to maintain their children’s lifestyle now that they were a single parent.

‘Annoyed and pressured as well. I think that I put too much on myself. Maybe I could have cut back but it just didn’t seem like the right thing to do.’ (PWC, Group 3, 36+, Newcastle)

Emotions – NRPs providing regular support

The majority of NRPs were concerned about the effect of the separation on their child/ren.

'Will she [child] think it is her fault? In a way it is a good thing that most of her friends are in a similar position... well maybe that isn't a good thing.' (NRP, Group 3, 36+, London)

'My son would cry for me to stay when I was bringing him back home on a Sunday. It's absolutely...it's got to be the hardest thing that any man goes through really.' (NRP, Group 3, 36+, Newcastle)

'The only concern that I had was that I wasn't going to see my daughter that much.' (NRP, Group 3, 18-35, Newcastle)

'Well obviously I'm not as hands on as I used to be which I do miss...Just not seeing her as much as I used to. Not waking up with her in the mornings and stuff.' (NRP, Group 3, 18-35, Cardiff)

Most had financial concerns with regard to providing for their new life as well as the needs for their child/ren and ex-partner.

'I just wanted to make sure that I didn't get to a point where I couldn't help her with everything financially and get into a position where I couldn't look after myself financially. So I wanted to make sure that I had somewhere to live and that I was ok but that my daughter had all her food and everything she needed as well.' (NRP, Group 3, 36+, London)

'I've now got my own flat which I'm finding hard on my own and paying for the baby as well.' (NRP, Group 3, 18-35, Cardiff)

Some NRPs noted feeling sad about the reduced time they now spend with their children.

'At the start, I sometimes got down about not seeing her everyday but you get used to it and it gets better.' (NRP, Group 3, 36+, London)

Some NRPs were angered by the perceived control they believed the PWC to have over their children.

'Like you will do this otherwise the kids aren't coming down. And I thought the only choice I have is doing what she says or going to court to get an access order to see my kids, which I really didn't want to do because there was no way I could face a stranger making those decisions for us.' (NRP, Group 3, 36+, Newcastle)

Some NRPs were positive about their future arrangements as they believed they maintained good relationships with the PWC.

'We're very straight with each other...we're both approachable to each other, if I ever need to ask her anything or she needs to ask me, that's not a problem. We still both really get on.' (NRP, Group 3, 36+, London)

'We're on really good terms now...we talk quite regularly. She just tells me this, that and the other or whatever is going on at that moment.' (NRP, Group 3, 18-35, Cardiff)

Attitudes, beliefs and values – PWCs receiving regular support

All PWCs believed that NRPs had a responsibility to their child/ren both financially and emotionally.

'He has the responsibility of his children, they didn't ask to be born, we brought them into this and then we created this mess none of this is their fault.' (PWC, Group 3, 36+, London)

'Because from conception...it was a joint decision and that child is there so you have got to provide for them. You can't not.' (PWC, Group 3, 36+, Newcastle)

Most were of the opinion that the NRP would react negatively to involvement of CSA.

'When we have had arguments I have said 'OK, we'll just do things through the CSA financially and properly and he's like 'well I don't think so'. So he feels very threatened by that. If I was to go to them though and I don't want to cause more upset than there already is and I probably wouldn't be doing myself any favours.' (PWC, Group3, 36+, Newcastle)

'I think it's just easier for everyone if these people aren't involved, obviously they're there for a reason if need be. I think the less hassle the better for the kids.' (PWC, Group 3, 18-35, Glasgow)

As such, these PWCs felt that CSA should be a last resort if the current arrangements break down.

'You hear so many good and bad stories but you hear more of the bad. So it just seems better to keep them out than involve them I guess [reference to CSA]. It would have been the 'last chance ranch' if I had bothered with them.' (PWC, Group 3, 36+, Newcastle)

'I'd rather do without them [CSA]. It seems easier. I mean, god knows what will happen in the future...I might want to ring the CSA if he doesn't give me money or buy them stuff.' (PWC, Group 3, 18-35, Newcastle)

For some PWCs, the ending of the relationship was not taken lightly as they believed marriage was for life.

'It was hard as well, heart broken to a certain extent because you don't plan lightly just to have kids and then decide what I liked at 15, I don't like at 25' (PWC, Group 3, 18-35, Glasgow)

'Distraught because I really didn't want it to end, especially because we got another baby coming along.' (PWC, Group 3, 36+, Glasgow)

'When I got married marriage was for life that's what I believed...so when things were going wrong I didn't want to finish it, I didn't want it to end.' (PWC, Group 3, 18-35, London)

Some PWCs believed that there was no need to put arrangements in writing as they could 'trust' the NRP.

'I just thought that I can trust him with him being his son.' (PWC, Group 3, 18-35, Newcastle)

'[why not in writing] I suppose it was just a trust thing really, you know which obviously didn't always work because as I said some weeks he wouldn't give me anything, and it works now when it didn't then.' (PWC, Group 3, 36+, Cardiff)

'[put in writing?] We never thought about it to be truthful, no. [trust] There was aye so there's just no need [to put in writing].' (PWC, Group 3, 18-35, Londonderry)

Some PWCs accepted what was given to them by the NRP and held the attitude... 'just get on with it'.

'I just took it on board that if that is your fight and that's all you're going to give me then you can go away. I'll do it myself.' (PWC, Group 3, 36+, Newcastle)

'I feel that it's my job. I don't ask him for money because I feel it's my responsibility now to bring up the children as far as I'm concerned. If he wants to contribute and be part of their life then that's up to him and he does at the moment but I would never ask him for it.' (PWC, Group 3, 36+, Newcastle)

A few believed that the CSA was not an appropriate option for them since the NRP currently provided some form of support.

'I was getting the money paid for the mortgage I just assumed that was ample, that was more than he needed to pay I suppose because he wasn't on that good money because he was self employed and the work wasn't really there. While he was willing to pay the mortgage, which was quite a lot of money at the time, I was quite willing to go along with that.' (PWC, Group 3, 18-35, London)

A few PWCs felt that the NRP had a 'carefree' attitude towards children and their parental role.

'It was the children fitting in with his lifestyle, not his lifestyle fitting in with the children which is how it was for me, it all revolved around the children whereas it was the opposite for him.' (PWC, Group 3, 36+, Cardiff)

Attitudes, beliefs and values – NRPs providing regular support

The majority of NRPs held a strong belief that they had a financial responsibility for their child/ren.

'Children didn't ask to be born, but we knew what we were doing and until they can deal with things themselves, we have to take a joint approach towards the children even though we are separated.' (NRP, Group 3, 36+, London)

'Because I helped make her [child] so I should help bring her up and pay for her.' (NRP, Group 3, 18-35, Newcastle)

'If they need things I'm still the provider for them, at least the partial provider and if I wasn't paying towards that I would feel like I had less of a right to their life.' (NRP, Group 3, 36+, Newcastle)

'Because she's my daughter and I think that I should. It's my responsibility to take care of her.' (NRP, Group 3, 18-35, Cardiff)

Most NRPs felt that the children should not suffer emotionally or practically as a result of their separation.

'My children were the biggest worry, whether or not they had adjusted to the fact that their father wasn't living at home anymore.' (NRP, Group 3, 36+, Cardiff)

Some NRPs believed that they spend quality time with their child/ren now compared to when they were in a relationship with the other parent.

'I spend more time with her now because as I have her for the three days, I dedicate myself to her for those three days, doing everything together, playing with her, eating with her... we do more things together now.' (NRP, Group 3, 18-35, London)

Some NRPs cited 'trust' between themselves and the PWC as the main reason for their support arrangements not being in writing.

'We didn't really feel the need to [put in writing] because we didn't have a terrible breakup. It wasn't like we were throwing stuff at each other.' (NRP, Group 3, 18-35, Newcastle)

'(why arrangements not put in place) Just because I trust her and I know that she wouldn't go back on them.' (NRP, Group 3, 18-35, Cardiff)

A few NRPs believed that the PWC had more control over the situation and the arrangements for the children than they did.

'It was either go to court and have everything done officially or try and sort everything out ourselves which meant that I had to back down because she had control over everything.' (NRP, Group 3, 36+, Newcastle)

'I obviously want to see her [child] as much as I can, but you feel like you just have to [reference to visiting daughter] in case my ex thought that I don't want to. So just to show her that I was looking to be there all the time.' (NRP, Group 3, 18-35, Newcastle)

A few NRPs felt that child maintenance arrangements should be a private matter between parents.

'No one else needs to be involved. It is something just between us.' (NRP, Group 3, 36+, London)

A few NRPs valued their children being aware of what the NRP contributes to their upkeep.

'I was bitter about paying child maintenance before to [PWC], I didn't know what I was paying for and if my boys knew it was from me, I prefer when I'm paying directly.' (NRP, Group 3, 36+, London)

Key facts – affordability

	10 PWCs	9 NRPs
Source of income	<ul style="list-style-type: none"> • Eight in employment and two on benefits. 	<ul style="list-style-type: none"> • Eight in employment and one on benefits.
Level of income	<ul style="list-style-type: none"> • Income varied between £10k and £50k. 	<ul style="list-style-type: none"> • Income varied between £7.5K and £54K.
Employment status	<ul style="list-style-type: none"> • Mix: six part-time, two full-time, two unemployed. 	<ul style="list-style-type: none"> • Mix: five full-time, two part-time, one self employed and one unemployed.
Support 'in-kind'	<ul style="list-style-type: none"> • Regular provision by NRP of one or more of the following: <ul style="list-style-type: none"> ➢ Shared childcare; ➢ Monthly payments; ➢ Regular contributions towards clothes, trips and activities; and ➢ Payment towards household bills for PWC and child. 	<ul style="list-style-type: none"> • Regular provision of one or more of the following: <ul style="list-style-type: none"> ➢ Shared childcare; ➢ Payment towards household bills of PWC and child. ➢ Regular contributions to clothes, trips and activities; and ➢ Monthly payments.
Housing	<ul style="list-style-type: none"> • Mix of homeowners (six) and those who rent (four). 	<ul style="list-style-type: none"> • Mainly rented accommodation.
Settlement arrangement	<ul style="list-style-type: none"> • None provided. 	<ul style="list-style-type: none"> • One NRP provided a £32k settlement to PWC.

Affordability – PWCs receiving regular support

The majority of PWCs noted that the NRP controlled the amount of child maintenance paid to them. These parents did not feel that it was an option to ask for more financial contributions.

'Basically because I can't be bothered with the arguing and the grief that it will cause between everybody.' (PWC, Group 3, 36+, Newcastle)

'When he left I just said that he could have half of everything, but the solicitor said 'you're joking! You're providing for his kids, you want more than half, you're doing the bulk of the work' but when I turned round and said that to [NRP], that's when it turned nasty.' (PWC, Group 3, 36+, Newcastle)

For some PWCs the sale of the family home contributed to payment of existing debts for both parents.

'We sold the house and we had some debts, we paid off the debts and the mortgage so me and the boys have got somewhere else, it's a fresh start.' (PWC, Group 3, 18-35, London)

Some PWCs were initially concerned about how they would cope financially on their own.

'The financial situation was a huge worry definitely, especially at the start when you are naive and don't know what you are entitled to and stuff like that. That was a major worry because I thought there was no way on earth that I could afford to live and bring up my kids and send them to after school care and nursery and even just like clothing and feeding. Just general living I thought 'there is no way that I am going to be able to do this'.' (PWC, Group 3, 36+, Newcastle)

Some PWCs started employment, after their separation, to ensure they could provide sufficiently for their children.

'Not immediately after it within nine months after it I had to be working, I still am to this day but its only part time.' (PWC, Group 3, 36+, London)

Some PWCs were very organised with their financial tasks.

'I did a spreadsheet and I have all my expenditures and income, we've a disposable income at the end and that's where I said OK I've divided by three because I've taken my children as a person and that's how, some months are heavier than others and I don't have the expenditures that he has I can live on £20 a week and that's why he gets his spending money.' (PWC, Group 3, 36+, London)

Affordability – NRPs providing regular support

For most NRPs they struggled financially as a direct result of contributing towards their child/ren and the other parent.

'We made a conscious decision when we moved in together, the mortgage for instance was in both our names but she ended up living in the house and I was contributing to it as well as contributing to my own flat as well.' (NRP, Group 3, 36+, Cardiff)

'Yeah I am struggling but in a way it's my own fault because I've taken a nice flat because I didn't want to live in a horrible area.' (NRP, Group 3, 18-35, Cardiff)

Some NRPs track their financial payments and record their contributions to the PWC.

'I've always tracked, like when I've paid money to her, in case at any point she's got a bit upset and thought 'well I'm going to say he hasn't given me any money'. So I've always done it as bank transfers with reference numbers, names and what it was for, but she's not like that.' (NRP, Group 3, 18-35, London)

Some NRPs have made personal sacrifices to ensure they can sufficiently provide for their child/ren's needs.

'This year I've been very sensible and given up my car which was very expensive and I had to lose £4000 to sell it. Has to be done.' (NRP, Group 3, 18-35, London)

'I've got absolutely nothing at the moment and that's a real worry.' (NRP, Group 3, 36+, Newcastle)

'I moved into my Dads for a bit.' (NRP, Group 3, 18-35, Newcastle)

A few NRPs had some awareness of statutory child maintenance payments and what they should be paying.

'They didn't really give me any information. The girl who I spoke to, because it was just general advice, we didn't actually want to make a claim, [PWC] didn't want to do that, she just basically said the 'internet'.' (NRP, Group 3, 18-35, London)

A few NRPs sold the family home to pay existing debts which were accumulated by both parents.

'All debts were paid off first from the house sale and the £90,000 profit, this was split with £60,000 to [PWC] and £30,000 to me.' (NRP, Group 3, 36+, London)

Intentions – PWCs receiving regular support

Some PWCs would like to involve the CSA in their current arrangements but are worried that it may 'rock the boat' with the NRP.

'Because I'm worried about what I'm going to find...I'm worried that...what I'm absolutely terrified of is that I put something in place and then he [NRP] will get the hump and say well you don't need my money now and he'll take that away.' (PWC, Group 3, 36+, London)

'I think if I'd done anything legally, or if I'd gone through the CSA I feel it would've put a strain on the relationship.' (PWC, Group 3, 36+, Cardiff)

'I know people that were getting the CSA involved and I knew people would be saying that they didn't work!' (PWC, Group 3, 36+, London)

Other PWCs are happy with their arrangements and have no intentions to change their current situation.

'If it's not broken, why fix it.' (PWC, Group 3, 18-35, Newcastle)

'I feel quite happy about it now. It just seems to work, we all know where we stand now, and he does support the children.' (PWC, Group 3, 36+, Cardiff)

Most PWCs intend to continue to communicate and cooperate with NRPs for the sake of the children.

'I nag him! Just keep on really and just exercise the importance of it, just because me and him haven't worked out why should the children suffer and go without.' (PWC, Group 3, 36+, Cardiff)

Most PWCs intend to continue to include the NRP in all aspects of their children's lives.

'He supports the kids when they've got sport's day or parents evening, I mean he's not there to support me, he's there to support the kids and that's what they need, their father.' (PWC, Group 3, 18-35, London)

A few PWCs intended to contact a solicitor to formalise/secure arrangements going forward but were concerned about the implications of this action.

'I have a friend whose husband is a solicitor and I've been to see her on a social lunch and she said [husband] would see me at any time...I'm absolutely terrified coz I thought what happens if I die and then he [NRP] will get the money he'll live another twenty years with his friend and then he'll die, give the money to her and then she'll pass it all down her children so that's something I really need to get in place but I don't know what I need to get in place.' (PWC, Group 3, 36+, London)

Intentions – NRPs providing regular support

Most NRPs intend to continue to co-operate with PWCs and provide financially for their children. This is prompted by negative thoughts concerning friends who did not do this in the past.

'I don't want to be a rubbish parent and I don't want her [child] to go without.' (NRP, Group 3, 18-35, Newcastle)

'Because I have had friends in the past whose Mum and Dad split up and they don't see their Dad or they don't see their Mum and I've seen how it affects them as they get older so I don't want my child to be affected that way so I wanted to sort something out properly.' (NRP, Group 3, 18-35, Newcastle)

'I have seen a few friends from school who didn't do that, who don't do anything and that upsets me a bit to say the least. From the past, from when I was younger, I've seen them do it, when I was 19, 20. They've gone in, moved out and not seen them again, not paid them again, nothing and they've just got away with it. I would never do that, I prefer to just make sure she's got everything and the baby's got everything.' (NRP, Group 3, 18-35, London)

Some NRPs have intentions to pay more child maintenance to the PWC but cannot because they cannot afford larger payments.

'The advantage is probably for [child] because it would help her more financially, but the disadvantage for me, it would make me worse off financially. Because it's just a lot of struggle at the moment with money, financially everything is just downhill.' (NRP, Group 3, 18-35, London)

A few NRPs intend to improve their living accommodation so their children can stay overnight, currently they cannot afford this move.

'The first thing that I thought I had to do was to get a home for them because I didn't want them to think they were just visiting me, I wanted them to think that they had two homes now so I got it as nice as I could.' (NRP, Group 3, 36+, Newcastle)

A few NRPs intend to relocate to be closer to the PWC and hence see their child/ren more often. They currently have not done so due to work commitments and/or new partner.

'I'm going to try and move closer to where she lives.' (NRP, Group 3, 18-35, London)

Information – PWCs receiving regular support

The majority of PWCs currently receive some form of support and therefore believe that they do not need to seek further information.

'I felt like I didn't need it. We have something in place and it is going okay at the moment.' (PWC, Group 3, 18-35, Newcastle)

'I think if I needed it I would seek it. Anything, absolutely anything. If I needed help and I can't solve it myself, I won't just let it go, I would sort it out definitely.' (PWC, Group 3, 36+, Cardiff)

Some PWCs sought support from outside organisations/professionals, such as solicitors, CAB, Relate.

'No, well there was one, but I think it was more of a social one, is it Gingerbread in Edinburgh? I thought, because I felt very isolated that I was the only person that this had happened to because my friends were all still happily married, well I don't know if they were happily married, but getting on with their lives. And I thought 'gosh, how do you go out and meet people that are in the same position as you?' I didn't want to meet anybody, but just to talk to. And they did send me lots of leaflets about holidays for children and things and I thought no, that's too soon.' (PWC, Group 3, 18-35, Glasgow)

There was mixed awareness amongst PWCs with regard to actual child maintenance entitlements.

'I don't know, cos obviously the house is half his house, but then I can leave my half to the children. I don't know, is that how it works, then what happens...I don't know what's out there to help me...I don't know if I'm being stitched up...I mean some of it I do believe.' (PWC, Group 3, 36+, London)

'I don't really understand it now, I just agree to what he pays me...I would like to find out, if I do get back with him, if I'm better off, you know claiming together with him working. I would like to know that but I don't know who to talk to so I just leave it.' (PWC, Group 3, 18-35, Newcastle)

Some PWCs had limited or no awareness of where to go to seek information/advice.

'I didn't know they [CSA] were there so I just rang the council, I think I rang Citizens Advice and they put me in touch with Women's Aid and I spoke to them on the phone and she just went through what the procedures would be if I wanted to go down that route and I just decided that wasn't for me.' (PWC, Group 3, 18-35, London)

'There seems to be so many people through work that know every benefit, know every threshold that you have to meet before it impinges on you and I just had no idea.' (PWC, Group 3, 36+, Newcastle)

Information – NRPs providing regular support

Most NRPs believe that their current arrangements are effective and therefore are of the view that they do not need further information/advice.

'We didn't feel like we needed to, not just because we had agreed on a certain amount each month. I had just heard horror stories about it...If we had split up under different circumstances then I think we might have gone that way but because we had an amicable relationship and we got on and because I was contracting and earning different amounts of money each month, I just said to her 'right I'll give you a certain percentage and we'll stick to that.' (NRP, Group 3, 36+, Cardiff)

'I was thinking about it [seeking further information] but when we sorted it all out I haven't had the need to.' (NRP, Group 3, 18-35, Newcastle)

'Not really [need information]...maybe if I were struggling or desperate then you have to look elsewhere.' (NRP, Group 3, 18-35, Newcastle)

Some NRPs were aware of what they are expected to pay through information from CSA/solicitor.

'I wasn't sure really. That was the advice I'd got, that was sort of a reasonable figure that was calculated by the CSA themselves, by giving them my earnings, they sort of gave me back a figure that I should be paying back potentially...so I was directed to their website...I was paying more than I should've, I mean we're talking a couple of pounds. So I thought roughly what I should be paying was right at that time.' (NRP, Group 3, 18-35, London)

Some NRPs had limited or no awareness of where to go to seek information/advice.

'I didn't really know of any advice services so I didn't really go anywhere. I didn't really get told too much to be honest, even when I went to the working tax credits and said we're no longer together so obviously I'm no longer entitled to it and she [PWC] obviously now gets the normal tax credits but no one has really given me any advice or referred me to anyone at all.' (NRP, Group 3, 18-35, London)

Some NRPs had negative views on the CSA and therefore did not consider this organisation as an option.

'I'd never heard anything good about the CSA anyway, so I would never get in touch with them.' (NRP, Group 3, 36+, Newcastle)

Some NRPS were more receptive towards seeking advice from someone known to them rather than a third party.

'I would find it easier to talk to someone who knows me because then they can judge me properly.' (NRP, Group 3, 18-35, Newcastle)

'Because it is such a personal thing and every single conversation we had was painful. I think that if there was a stranger involved there then I don't think that I could have done it.' (NRP, Group 3, 36+, Newcastle)

'A lot easier to speak to the likes of my sister or my mother or my father than someone on the end of a telephone or in an office that I'd never met in my life. I'd find them really difficult to open up to...Whereas if I spoke to somebody in an office there would be certain things I wouldn't want to discuss.' (NRP, Group 3, 18-35, Cardiff)

Attitude influencers – PWCs receiving regular support

All PWCs noted that parents and in some cases sisters provide practical, emotional and financial support.

'She [sister] would just listen and just say you've got to do what you've got to do, she would try [to be] devils advocate because she's known my ex partner as long as I have.' (PWC, Group 3, 18-35, London)

'It was just really someone to talk to, for the emotional support really... they were an absolute 'godsend' and still are but we are a very close family.' (PWC, Group 3, 36+, Cardiff)

'I just talk to my sister. I don't talk to anybody on the phone, no strangers or anything. I know people say that it's better to tell a stranger but my sister knows where I am coming from. She's seen the relationship, she understands the relationship so I just like talking to her.' (PWC, Group 3, 18-35, Newcastle)

PWCs had mixed views in relation to the level of influence these individuals had on their decisions.

'No not really. Because I was quite independent and deciding what I was going to be doing and stuff like that it was more what's going to be right for me and the kids. You always get your tuppence but no nobody really influenced me at all.' (PWC, Group 3, 18-35, Glasgow)

'I think I would have taken their views into consideration but I'm quite strong minded so I would have taken their views into consideration but it would have totally been my decision.' (PWC, Group 3, 18-35, Glasgow)

Most parents noted that friends were 'good sounding boards', and they helped to boost morale and provide companionship.

'They are amazing, saying the right things when I needed them to and not saying a word when I wanted them to not say a word.' (PWC, Group 3, 36+, London)

Some PWCs did not seek support from outside organisations because they felt that they received sufficient support from their family and friends.

'I think if my family weren't as strong and supportive as they were then I think I probably would have, but I felt that I had all that I needed with family and friends.' (PWC, Group 3, 36+, Cardiff)

Others sought support from outside organisations such as solicitors, CAB, Relate and church leaders.

'I did go to a solicitor and I didn't intend to get divorced. I wanted the separation but I was quite happy to let it go and see what happened. However, when I went to the solicitor and she put so many things on the table it made me feel very unsafe with the law of the land as to where I stood if I wasn't divorced just with regard to myself, my finances, what I would be able to claim from his finances, so it seemed that the only safe option was to get divorced...[the solicitor] advised me to keep away from them [CSA]...[as] they were a nightmare and best to try, if at all possible, to agree it between ourselves and only on desperate ground involve them.' (PWC, Group 3, 36+, Newcastle)

Attitude influencers – NRPs providing regular support

Almost all NRPs had knowledge of other peoples' bad experiences with the CSA. Consequently, these NRPs had a negative view of the organisation.

'Because my Mum took my Dad to the CSA and my Mum used to get most of my Dads wages and I don't think that's right...It's a lot of money that they take off you...it's about 30-40% of your wages.' (NRP, Group 3, 18-35, Newcastle)

'I've never heard anything good about the CSA anyway, and everything that I read went to show that they were a complete and utter farce.' (NRP, Group 3, 36+, Newcastle)

'A friend of mine, his ex-wife is on income support and he has a certain amount taken out because he earns quite good money, he has a certain amount taken out of his money but she doesn't get anywhere near what he has taken out of his money.' (NRP, Group 3, 18-35, Cardiff)

Most NRPs reported receiving practical and/or emotional support from members of their family.

'My two sisters. Just about the break up in general. They were just more of a sounding board than anything else.' (NRP, Group 3, 36+, Londonderry)

Some NRPs reported that their family and friends voiced concerns about the control maintained by the PWC in relation to the NRP seeing the child/ren.

'She didn't agree (mother) and it was more oh don't let her get away with it she's having everything because what she'd done to me but I was the other way where I don't want the hassle which my mother couldn't understand so in the end I didn't tell her half of it.' (NRP, Group 3, 18-35, Cardiff)

Some NRPs received support from friends in work who have similar experiences. These NRPs noted being influenced by this support – advice such as tracking payments, putting arrangement in writing, suitable child maintenance amount, involvement with CSA.

[How much influence did your friends have on you?] 'Quite a lot because a lot of them had been through similar experiences...one who had broke up with his girlfriend, I sort of said 'do you think that's ok?' (NRP, Group 3, 18-35, London)

'Just friends and work and they were saying you're going to have to sort it out, sort some sort of system out where you can see her all the time and just get on better terms because a friend of mine in work he's divorced from his wife. And he's got three kids and he said for like six months they were arguing so much he hardly ever saw the kids and he said you don't get that time back so he said just bite your tongue and just get on with it.' (NRP, Group 3, 18-35, Cardiff)

Some NRPs attended professional services such as counselling and mediation (part of divorce proceedings) – reported mixed views on usefulness.

'Now I go to counselling because of it... it helps me understand things more clearly.' (NRP Group 3, 18-35, London)

'I have seen a counsellor, I have seen two and they were absolutely pathetic, they just said you need to put this behind you and I just thought 'you can't put it behind you, you fool, I need to sort it out and get on with my life.' I've no idea where they got their training, they were absolutely rubbish but of course they weren't psychologists, they were just council run people.' (NRP, Group 3, 36+, Newcastle)

A few NRPs reported receiving support from their manager – in particular encouraging professional counselling.

'My line manager, when I spoke to him about everything that's happened and he said 'do you go? [to counselling]' and I said 'no' and he said 'look into it'. They could have referred me but I didn't want it to go on my records at work.' (NRP, Group 3, 18-35, London)

PART 4: CASE STUDIES

This section presents the analysis from the case studies developed from the depth interviews and supplementary research with family and friends. Within each case study information is presented on background information including child maintenance arrangements and key findings related to the main themes of the research.

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Case Study 1: PWC, Group 3, 36+, Glasgow

Case Study 1: PWC, Group 3, 36+, Glasgow

Background**Affordability**

- Both parents employed.
- Both homeowners.

Relationship

- Previously married with three children to the NRP.
- Separation due to NRP affair and suicide attempt.
- Currently has an amicable relationship with NRP but discussions about child maintenance can be quite argumentative.
- NRP has regular contact with children, including overnight stays and every other weekend.
- PWC has never re-partnered, NRP has a new partner.

Arrangement

- NRP pays £260 a month to PWC and makes limited ad hoc contributions to clothes, uniforms, shoes & school trips.
- Both the PWC and NRP are happy with the arrangement.

Parent responsibility**Parents responsibility – the PWC view**

- PWC believes she has the sole responsibility to provide for her children.
- To encourage the NRP to have a more active role in the life of his children.

Parents responsibility – the NRP view

- To provide his children with a good standard of living. NRP intends to increase his contributions when his income increases.
- Arrangements not put in writing because he trusts the PWC, he noted that he had bank transactions and statements as evidence, if necessary.
- To put arrangements in place without causing disruption for the children.
- Continue to have an active role and input into children's life.

	Parents		Attitude influencers		
	PWC	NRP	Sister-in-law	Mother	Friend
Views on separation and current situation (attitude influencers)			<ul style="list-style-type: none"> • NRP could be more supportive with the children. • NRP should increase child maintenance payment to PWC. 	<ul style="list-style-type: none"> • Very sad about the separation and how it would affect the children. • PWC was very strong and brave to look after the three children on her own. • NRP called the shots. He provided irregular support with children and was very inflexible. 	<ul style="list-style-type: none"> • Anger towards NRP and his behaviour. • Of the opinion that the NRP was being difficult with arrangements for the children and could be much more supportive towards the PWC. • NRP uses finance as a weapon against PWC.
Right time to set up an arrangement	<ul style="list-style-type: none"> • No right time. PWC needed financial assistance from NRP. 	<ul style="list-style-type: none"> • Arranged when family home was sold '<i>It had to be dealt with quickly</i>'. 			

	Parents		Attitude influencers		
	PWC	NRP	Sister-in-law	Mother	Friend
Emotional Support	<ul style="list-style-type: none"> Close friend provided essential emotional support <i>'She was someone to talk to and someone to go out with me and the children on a day out.'</i> 	<ul style="list-style-type: none"> No need for emotional support. NRP recognised that he would not actively seek support from outside organisations and also quite private even with family and friends. <i>'I don't like to talk about things.'</i> 	<ul style="list-style-type: none"> Listener – <i>'relief for her to talk to someone about it.'</i> Comforter – <i>'you'll get through this, you're doing really well.'</i> Prompter – <i>'Have you seen a lawyer?'</i> 	<ul style="list-style-type: none"> Listener – <i>'It is better to listen than make comment and say the wrong thing.'</i> Comforter – <i>'there for her while she was coming to terms that her marriage was over.'</i> Prompter – <i>'Have you contacted CAB to find out how to go about re-housing?'</i> 	<ul style="list-style-type: none"> Reassurer – <i>'I didn't give her the answer, just the confidence to take steps.'</i> Comforter – <i>'follow your instincts, trust yourself, you know best.'</i> Listener – <i>'Someone for her to talk to.'</i>
Practical support	<ul style="list-style-type: none"> Family provided some financial assistance to PWC. NRP's family helped with childcare. 	<ul style="list-style-type: none"> Family – parents provided a place for NRP to live at the time of separation. NRP's family provided support to PWC with the children. 	<ul style="list-style-type: none"> PWC stayed with her at time of break-up. 	<ul style="list-style-type: none"> Assistance with day childcare to allow parent to work. Provision of some financial help. 	<ul style="list-style-type: none"> Babysitting to allow parent to socialise.
Level of influence	<ul style="list-style-type: none"> PWC did not believe that her actions were influenced by the attitudes and opinions of her family and friends. Influenced by NRP's family and does not want to upset them by involving the CSA. 	<ul style="list-style-type: none"> Conducted the child maintenance calculation online and agreed maintenance amount based on this information. 	<ul style="list-style-type: none"> PWC is a strong character and knows her own mind and had taken most steps already without prompting from others. PWC grateful for support and did follow-up on advice given if not already tried. 	<ul style="list-style-type: none"> Believed she had no influence on actions of PWC; <i>'She is strong minded and private.'</i> 	<ul style="list-style-type: none"> PWC grateful for all support and advice provided. PWC knows her own mind and makes her own decisions, friend is more a <i>'sounding board.'</i>

Case Study 1: PWC, Group 3, 36+, Glasgow

	Parents		Attitude influencers		
	PWC	NRP	Sister-in-law	Mother	Friend
Information (parents)	<ul style="list-style-type: none"> • PWC sought advice from CAB, CSA and her lawyer. • All useful sources of information at time of separation. • Recognised that a mediation service might have been useful for both parents. 	<ul style="list-style-type: none"> • Conducted the child maintenance calculation online and agreed maintenance amount based on this information. 			
Advice not Acted on provided by attitude influencers			<ul style="list-style-type: none"> • Suggested PWC should contact CSA. • PWC was scared of the reaction of the NRP and the loss of financial help during the set-up of a statutory arrangement. 	<ul style="list-style-type: none"> • Encouraged PWC to contact CSA but PWC did not. 	<ul style="list-style-type: none"> • PWC considered to be very head strong and would not contact CSA for advice.
Equipped (Attitude Influencers)			<ul style="list-style-type: none"> • Equipped to listen to parent but not to signpost parent to relevant support or important information. 	<ul style="list-style-type: none"> • Not equipped, unsure of what support is out there and what she should be encouraging her daughter to do. 	<ul style="list-style-type: none"> • Not equipped to advise on next steps • Equipped to listen and encourage common sense to make parent happy.
CSA	<ul style="list-style-type: none"> • Discussed CSA. NRP did not want to involve them but PWC would like more certainty with their agreement through the CSA. Has not progressed with this because she is unsure how the NRP would react, in particular if he 	<ul style="list-style-type: none"> • Discussed CSA, agreed to do the calculation but sort out an informal arrangement instead. Believed PWC would not receive the money he would be expected to pay. <i>'We looked at how it operated and realised that the money goes</i> 			

Parents		Attitude influencers		
PWC	NRP	Sister-in-law	Mother	Friend
would stop contributing altogether.	<i>into a pot and is divided up amongst other people.'</i>			

Case Study 2: NRP, Group 1, 36+, London

Background

Affordability

- NRP self employed builder. PWC currently at home looking after their child.
- PWC in rented accommodation. NRP currently staying with friends.

Relationship

- Previously co-habiting with one child.
- Separation due to constant arguing between parents.
- Current relationship was described as 'cold and fraught' by NRP and 'strained and awkward' by the PWC.
- NRP has limited contact with child and PWC, only sees child when he can afford payment.
- No re-partnering. NRP holding out for a reconciliation with PWC.

Arrangement

- No contact with child if NRP does not provide financial support.
- PWC unhappy with no arrangement. PWC and NRP are both unhappy with the limited contact between NRP and his child.

Parent responsibility

Parents responsibility – the PWC view

- To provide everything her child requires.
- To encourage NRP to provide for his child – PWC restricted access when NRP does not contribute.
- To put a secure arrangement in place to provide for the future of their child.

Parents responsibility – the NRP view

- NRP recognises that payment of regular amounts of cash is the right thing to do.
- To find a secure job to enable him to be able to pay regular amounts of child maintenance.

	Parents NRP	PWC
Right time to set up an arrangement	<ul style="list-style-type: none"> • Never a right time to discuss arrangements with PWC. PWC requested financial assistance from NRP. 	<ul style="list-style-type: none"> • No right time but had to be dealt with at time of separation.
Emotional Support	<ul style="list-style-type: none"> • Brother and father were there to talk and provide guidance <i>'Keep your head down and don't get into arguments.'</i> 	<ul style="list-style-type: none"> • Friends who comforted and listened to her <i>'I wouldn't have survived without them.'</i> • Verbal support from family over the telephone – her family live in Wales.
Practical support	<ul style="list-style-type: none"> • Mum provided a place to stay at the start. • A range of friends and family currently providing a place for NRP to stay. 	<ul style="list-style-type: none"> • Friends – babysitting overnight to allow the PWC to get a good night's sleep.
Level of influence	<ul style="list-style-type: none"> • NRP felt that he ultimately made his own decisions but he did accept guidance from his family. • NRP noted that he ignored advice from his friends – <i>'get rid of her.'</i> 	<ul style="list-style-type: none"> • Friends and family did not influence PWCs decisions, there were there for moral support.

	Parents	
	NRP	PWC
Information (parents)	<ul style="list-style-type: none"> • NRP not aware of any relevant information sources available to him. • NRP feels that he has no choice about the situation. • NRP would be open to searching for information on the internet but has not done so to date. 	<ul style="list-style-type: none"> • Friend works in CAB and provided her with information on benefits and how to manage her finances. • Aware she has information gaps and plans to source further information to help with sorting long-term arrangements.
CSA	<ul style="list-style-type: none"> • CSA not appropriate – <i>'CSA is for those who could afford to pay but are not willing. I'm willing to pay but can't afford to pay.'</i> 	<ul style="list-style-type: none"> • May consider the CSA in the future to secure arrangements for her child's future.

Case Study 3: NRP, Group 2, 18-35, Newcastle**Background****Affordability**

- Both parents employed.
- Both homeowners.

Relationship

- Previously married with one child.
- Separation due to PWC saying that she didn't love NRP anymore. Later discovered that she was in a relationship with her boss.
- Currently an amicable relationship.
- NRP has regular contact with child, twice during the week and overnight stays every other Friday or Saturday night.
- NRP has never re-partnered, PWC has a new partner.

Arrangement

- NRP does not pay any money to the PWC as they agreed that she would give him a smaller amount when she bought him out of the family home instead.
- NRP pays for things when the child is with him.
- NRP is happy with the arrangement at the moment.

Attitude influencer**Mother**

Views on separation and current situation

- Surprised at the separation as was not aware that there were any problems in the marriage.
- Initially thought that if the PWC was given some breathing space, that it would be worked out.
- Felt sad for the NRP as he was an 'ideal husband'.
- Could not understand why the marriage had ended.
- Believed that the current arrangements were fair for both the NRP and the PWC and that the child was equally happy with both parents.
- Was not concerned about the NRP seeing the child as never felt that there was an issue about this.

Emotional Support

- Listener – NRP did not go into depth about the relationship but she would have listened if he wanted to talk about anything.
- Prompter – Advised NRP to take PWC flowers and tell her how much he cared about her in a bid to sort things out.

Practical support

- NRP would have put situations that were happening with the PWC to his Mother and asked what he should do.
- Advised NRP to contact a solicitor and find out what his rights were and where he stood financially 'just in case'.
- Looked through the Yellow Pages to see if there were any solicitors who could deal with what NRP was going through or offer him the advice that he needed.
- She did not give NRP any financial advice.

Level of influence

- Believed that NRP had taken on board what she had said about seeking advice as he realised that '*as a Mum, I don't have any ulterior motives.*'

Advice not acted on provided by attitude influencers

- Believed that the NRP had acted on her advice.

Attitude influencer	
Mother	
Equipped	<ul style="list-style-type: none">• Not equipped, unsure of what support is out there and would have liked for NRP to be able to get legal advice for free• Believed that there should be somewhere that Fathers can go to get emotional and financial support when going through a separation. Also believed that this organisation should offer the facility for Fathers to see their child/ren while the arrangements were being sorted out with the PWC, rather than access only starting after the arrangements were in place as <i>'two weeks is like two years to a child.'</i>

Case Study 4: NRP, Group 2, 18-35, London**Background****Affordability**

- Both parents employed.

Relationship

- Previously married with two children.
- Separation due to relationship 'fizzling out' although PWC states that it was due to NRP not trusting her with money and being insecure.
- Currently have a good co-parent relationship and the NRP believes that even if he didn't pay any money, the PWC would still let him see the children.
- NRP sees the children regularly each week although there are no agreed days.
- Both parents have re-partnered.

Arrangement

- NRP makes irregular payments to the PWC, depending on what she needs for the children on average this is around £250.
- Contributes £300 towards clothes for the children every three months (seasonal).
- Both the NRP and PWC are happy with the current arrangement.

Parent responsibility**Parents responsibility – the PWC view**

- Believes that both parents have a responsibility to provide for the children to have a good standard of living *'Each adult is equally responsible.'*
- Arrangements not put in writing because she trusts the NRP *'It's never going to change and I've never thought that he wouldn't pay.'*

Parents responsibility – the NRP view

- NRP believes that he has an obligation to support the children financially *'I did not have children to one day just turn around and not have them.'*
- NRP believes he has a responsibility to keep paying for both children until the youngest is 18.

	Parents	
	NRP	PWC
Right time to set up an arrangement	<ul style="list-style-type: none"> • NRP would have liked the discussion to have taken place at a later date <i>'My head was so mixed up, I probably would have given her everything I had.'</i> • Believes that his Mum played a role in putting the arrangements in place. NRPs Mum has a good relationship with the PWC. 	<ul style="list-style-type: none"> • Arrangements were not discussed initially due to high emotions and the NRP being very upset. • PWC did not intend to discuss them any earlier as <i>'there was so much going on.'</i>
Emotional Support	<ul style="list-style-type: none"> • Mum provided emotional support. • NRP did not seek support from his Dad as he believed that he was angry about the situation <i>'I think out of the whole family when the split happened, I think my dad was probably more angry than anyone else.'</i> 	<ul style="list-style-type: none"> • PWC did not seek support from anyone as she had ended the relationship and <i>'everyone thought I was mad.'</i>
Practical support	<ul style="list-style-type: none"> • NRP didn't feel like he had problems, so he didn't feel the need to talk to someone. 	<ul style="list-style-type: none"> • Did not have time to seek support from her family due to moving house and starting a new job.

	Parents	
	NRP	PWC
Level of influence	<ul style="list-style-type: none"> • NRP reduced payments as a result of Dads advice. 	<ul style="list-style-type: none"> • PWC believed that she was not influenced by advice from her friends/family.
Information (parents)	<ul style="list-style-type: none"> • NRP did not seek information from anyone and cited the reason for this being that he is a private person. 	<ul style="list-style-type: none"> • Did not feel the need to seek information as they sorted out an arrangement themselves and she trusted the NRP.
CSA	<ul style="list-style-type: none"> • Based on information received from CSA, NRP reduced payments to the PWC (by £200). 	<ul style="list-style-type: none"> • PWC is not aware of what amount she would be entitled to and has not checked this through the CSA as she trusts the NRP. <i>'He wouldn't lie to me.'</i>

Case Study 5: PWC, Group 2, 18-35, London**Background****Affordability**

- Both parents employed.
- Both homeowners.

Relationship

- In a relationship, never lived together, but had two children together.
- Separation due to lack of support by NRP with children.
- Unfriendly and worsened over time.

Arrangement

- NRP has irregular but unrestricted visits.
- Irregular payments with presents at Christmas, birthdays and Easter.
- PWC unhappy with the current arrangements and plans to try and make the arrangements more structured including a standing order for NRP payments.

	Attitude influencers		
	Brother	Friend	Friend
Views on separation & current situation (attitude influencers)	<ul style="list-style-type: none"> • He was upset over the separation because he was the father of her children. • Assumed PWC had an arrangement in place but was not aware of what it entailed. • Believes it is the responsibility of both parents to provide for their children. 	<ul style="list-style-type: none"> • Upset for the PWC that relationship had ended and the affect of the separation on the children. • Didn't want PWC to make the same mistakes as she did when she separated from her partner. 	<ul style="list-style-type: none"> • Sad for the PWC that she would be alone and have to bring up the children by herself. • Worried that it would take a long time to get arrangements for the children in place, based on her own experiences. • Believes both parents should share the responsibility of providing for their children.
Emotional Support	<ul style="list-style-type: none"> • Listener – If she needed someone to talk to. • Prompter – Would try and offer solutions to the problems she was experiencing. 	<ul style="list-style-type: none"> • Motivator - <i>'A lot of talking to try and make her feel good about herself.'</i> • Listener – Would listen to PWC and agree with her if she said something positive to try and make her feel more confident. 	<ul style="list-style-type: none"> • Listener – If she needed to talk to someone.
Practical support	<ul style="list-style-type: none"> • He visits the children regularly and takes them on trips to give PWC a break. • Sometimes helps with preparing dinner for the PWC and the children. 	<ul style="list-style-type: none"> • Provided PWC with information from the internet about financial support and other support organisations available. 	<ul style="list-style-type: none"> • Looked at what PWC would be entitled to on CSA website. • Advised PWC to focus on the children as they were most important. • Advised her to get a financial arrangement in place. • Tried to get PWC to speak to the CSA.

Attitude influencers			
	Brother	Friend	Friend
Level of influence	<ul style="list-style-type: none"> PWC found his advice helpful but was strong minded and knew what she wanted. 	<ul style="list-style-type: none"> Felt that advice provided helped PWC to think through her options but did not ultimately influence her final decisions. 	<ul style="list-style-type: none"> Felt that she had an influence on PWC as PWC understood that she was trying to help her.
Advice not Acted on provided by attitude influencers	<ul style="list-style-type: none"> He encouraged her to stay positive which PWC took on board and acted on – <i>‘she could have easily got depressed but she stayed focused.’</i> None of his advice was not acted on. 	<ul style="list-style-type: none"> Encouraged PWC to contact CSA but she did not want to go down this route. <i>‘She didn’t want to battle with him.’</i> 	<ul style="list-style-type: none"> PWC was not interested in getting financial help through contacting the CSA.
Equipped	<ul style="list-style-type: none"> Not equipped to provide PWC with direction towards outside support or dealing with financial issues. 	<ul style="list-style-type: none"> Friend believed she was well equipped to support the PWC in all areas due to her similar experiences when she separated nine years ago. 	<ul style="list-style-type: none"> Well equipped due to own personal experiences.

Case Study 6: PWC, Group 3, 36+, London**Background****Affordability**

- Both parents employed.
- PWC currently living in the family home.

Relationship

- Previously married with two children.
- NRP had an affair.
- Currently have an amicable relationship with NRP.
- NRP has regular contact with child, no overnight stays as NRP now lives with a new partner. PWC has not re-partnered.
- Amicable and friendly relationship. Work well as co-parents.

Arrangement

- NRP looks after children (at PWC home) every Thursday and every other weekend, whilst PWC is working.
- NRP continues to pay his wage directly into joint account and PWC manages the payment of bills through this account, providing the NRP with approximately £100 a month to live on.
- PWC is happy with the current arrangement but has concerns about the stability of the arrangement and the NRP stopping his wage from going into the joint account. PWC believes that the NRP's new partner may encourage him to change the financial arrangements that are currently in place.

Parent responsibility**Parents responsibility – the PWC view**

- Believes that both parents have a responsibility to provide for the children.
- Believes she has a responsibility to ensure her two children are adequately cared for.

Parents responsibility – the NRP view

- NRP believes that he has an obligation to support the children financially. *'They come first. I go without to ensure they get everything they need. I want to keep everything as normal as possible.'*

	Parents		Attitude influencers
	PWC	NRP	Friend
Views on separation & current situation (attitude influencers)			<ul style="list-style-type: none"> • Not surprised as NRP previously had an affair one year before and PWC gave him another chance. • Felt sad for all concerned, especially the children as they were very upset. • Both parents put aside their problems and issues in the presence of the children to shield them from the hurt and anger prevalent. • NRP's new partner puts a strain on the co-parenting relationship between the PWC and NRP. The new partner is also affecting the current support arrangements which were previously put in place and agreed by both parents. <i>'The new partner puts pressure on the NRP concerning the amount of time he spends with his kids at the weekend.'</i> • Does not believe anything could've been done differently, by either parent, when discussing arrangements at the time of separation.

	Parents		Attitude influencers
	PWC	NRP	Friend
Right time to set up an arrangement	<ul style="list-style-type: none"> Financial arrangements were not discussed initially due to high emotions and the PWC being very upset. These arrangements were a couple of weeks later. This discussion was prompted by necessity <i>'we needed to know how everything was going to work.'</i> 	<ul style="list-style-type: none"> NRP recognised that there isn't a good time to discuss arrangements but that it was necessary to approach the subject just after the break-up to ensure the children are not affected. 	
Emotional Support	<ul style="list-style-type: none"> Received emotional support from close friends and her vicar. 	<ul style="list-style-type: none"> The NRP talked with a few friends. NRP's new partner also provided emotional support. 	<ul style="list-style-type: none"> Listener – <i>'I was at the other end of the phone for her, I was someone for her to talk.'</i> <i>'I would tell her to think about what you're doing'</i> Friend advised PWC to take some time off work to deal with her emotions and to get things sorted out. The friend organised this at school and ensured no-one knew the circumstances of her absence until the PWC was stronger to deal with informing people about her separation.
Practical support	<ul style="list-style-type: none"> Friends have assisted with childminding on the odd occasion. 	<ul style="list-style-type: none"> None. 	<ul style="list-style-type: none"> Advised PWC to contact CAB to discuss next steps in relation to the finances concerning the family home. Friend lives quite a distance from PWC so could not provide practical support such as childminding etc.
Level of influence	<ul style="list-style-type: none"> PWC believed that she was not influenced by advice from her friends. 	<ul style="list-style-type: none"> NRP believed that these individuals had limited or no influence on his decisions. He felt that this was a private matter between the two parents. 	<ul style="list-style-type: none"> Believed that PWC had taken on board what she had said and was grateful to have someone to talk to who was not close to the situation or a close friend of both parents
Information (parents)	<ul style="list-style-type: none"> PWC finds it difficult to seek support from others because of the shame of the separation and her husband having an affair. 	<ul style="list-style-type: none"> NRP did not actively seek information. He believed all of the information available prompts parents to immediate divide assets and spilt all profit. 	

	Parents		Attitude influencers
	PWC	NRP	Friend
	<ul style="list-style-type: none"> PWC is not aware of who to turn to for help/advice, or indeed what information she needs at this stage. 	<ul style="list-style-type: none"> NRP believed that their separation was still very early to take these drastic steps. 	
Advice not Acted on provided by attitude influencers			<ul style="list-style-type: none"> Recognised it was still quite early in the process. To date she is of the opinion that the PWC has acted on all advice provided. Main piece of advice was to take time to think about things before speaking to the NRP for the sake of the children.
Equipped			<ul style="list-style-type: none"> The friend feels adequately equipped to listen and comfort the PWC, even though she has never had any personal experience of the PWC's circumstances. She does not feel equipped for the next stage which is to provide the PWC with guidance on the financial side of the arrangements and dealing with the family home. <i>'Emotionally equipped as a friend to talk to her but not to provide guidance and direction on the financial side of things. That's when I recommended her contacting CAB.'</i> The friend has never personally sought support to help her advise and support the PWC.
CSA	<ul style="list-style-type: none"> PWC is aware of the CSA but did not believe that this organisation was appropriate for her since the other parent provides financial support. 	<ul style="list-style-type: none"> NRP did not want the CSA to be involved as believed the arrangement should be private between parents. 	

Case Study 7: PWC, Group 3, 18-35, Derry**Background****Affordability**

- NRP employed, living in rented accommodation.
- PWC unemployed and living in social housing.

Relationship

- Previously living together with two children, only one to the NRP.
- Drifted apart and could no longer live together.
- Currently have an amicable relationship and PWC hopes to maintain this.
- NRP has regular and unrestricted contact with child, including overnight stays.

Arrangement

- NRP pays £40 a week in child maintenance (£20 to PWC, £20 to Credit Union account) as well as ad hoc payments for essentials.
- PWC happy with the arrangements in place and has no plans to change them.

Parent responsibility**Parents responsibility – the PWC view**

- Believes that NRP has a responsibility to provide for his child.
- PWC felt it was important to set up the arrangements peacefully.

Parents responsibility – the NRP view

- Agreed he should pay towards his child.
- Responsibility to ensure his child does not go without – *'he's my child and I believe that I should pay for his upkeep.'*

	Parents	
	PWC	NRP
Right time to set up an arrangement	<ul style="list-style-type: none"> • Discussion took place four weeks after separation. PWC felt and felt this may not have been the right time because it was so soon after the split – <i>'you're not yourself.'</i> • Was worried about discussing arrangements with NRP and whether he would be willing to commit because she had ended it. • No need to put arrangements in writing due to trust between both parents. 	<ul style="list-style-type: none"> • Believes the arrangements were set up at the correct time – <i>'it might have made things worse if they went on longer, it's better to sort them out at the start.'</i>
Emotional Support	<ul style="list-style-type: none"> • Family provided emotional support. 	<ul style="list-style-type: none"> • Spoke to his sister about the break-up, but she didn't influence him. • NRP attended a prayer group and found this useful to be able to talk to people in a similar situation.
Practical support	<ul style="list-style-type: none"> • Family also helped out with childcare arrangements. 	<ul style="list-style-type: none"> • Friends helped by providing transport to and from work.
Financial Support	<ul style="list-style-type: none"> • Sisters encouraged the PWC to talk to NRP about child maintenance arrangements. 	<ul style="list-style-type: none"> • At the time of the separation NRP stayed with his sister. This saved the NRP money and enabled him to stabilise his finances.

	Parents	
	PWC	NRP
Level of influence	<ul style="list-style-type: none"> • NRP felt that he was not influenced by the opinions of his family or friends. 	<ul style="list-style-type: none"> • PWC was influenced by her sister to talk to the other parent and sort out maintenance for the child.
Information (parents)	<ul style="list-style-type: none"> • Went to 'Lifestart'. This organisation delivered parenting classes. 	<ul style="list-style-type: none"> • NRP did not feel that he needed information, but would prefer to seek support and information from friends rather than strangers or organisations.
CSA	<ul style="list-style-type: none"> • Was not aware of the CSA at the time although more aware now. PWC unsure if she would have actually use them at that time anyway. • No intentions to involve CSA at present. 	<ul style="list-style-type: none"> • Contacted initially by CSA but agreed with PWC to implement a support arrangement outside of the CSA.

Case Study 8: PWC, Group 2, 36+, Derry

Background

Affordability

- PWC employed, NRP self-employed.
- PWC homeowner.

Relationship

- Previously married with two children.
- Separation due to NRP jealousy and controlling behaviour. NRP was unsupportive of PWCs career.
- Currently have an amicable relationship.
- NRP has regular and unrestricted contact with children.

Arrangement

- Ad hoc contributions to Christmas presents and school uniforms.
- PWC not happy with arrangements because the NRP has control over when he visits the children but has no plans to change the current arrangements.

	Attitude influencers	
	Friend	Friend
Views on separation & current situation (attitude influencers)	<ul style="list-style-type: none"> • She was sad for PWC but thought it was for the best – <i>'I didn't see her ex husband as right for her.'</i> • It was a struggle emotionally and practically for PWC as her family live in Wales. • Believes PWC ended the relationship for the right reasons. • Doesn't think PWC is happy with the arrangements but tolerates it not to upset the co-parenting relationship. 	<ul style="list-style-type: none"> • Concern for PWC because her family were so far away and she was on her own. • Of the opinion that the NRP gets away with paying very little support – <i>'I think he got away very lightly, he got away with paying very little money.'</i> • Felt the NRP was <i>'wearing her down mentally.'</i>
Emotional Support	<ul style="list-style-type: none"> • Listener – <i>'I wouldn't really interfere with support arrangements or advise or whatever, I tend to listen.'</i> • Confidant – someone PWC could confide in. 	<ul style="list-style-type: none"> • There for the PWC if she needed to talk – <i>'an open door policy.'</i> • Comforter – provided a <i>'shoulder to cry on'</i>. • Sounding board – allowed the PWC to vent any frustration or anger she was feeling.
Practical support	<ul style="list-style-type: none"> • Helped out with childcare. 	<ul style="list-style-type: none"> • Minimal childcare help as NRP does not like other people looking after his children.
Financial Support	<ul style="list-style-type: none"> • <i>'That's not my place.'</i> 	<ul style="list-style-type: none"> • Spoke to PWC about child maintenance to encourage her to make more regular arrangements with the NRP – <i>'she was able to pay her mortgage, she was able to look after the children so therefore she felt as if 'I can do this on my own'.'</i>

	Attitude influencers	
	Friend	Friend
Level of influence	<ul style="list-style-type: none"> • PWC was glad of the chance to <i>'sound off'</i>. • PWC is her own person and even if friend had provided more support she might not have listened. <i>'She is her own person she wouldn't have necessarily listened.'</i> 	<ul style="list-style-type: none"> • Minimal influence, except to encourage her to make arrangements for Christmas Day that allowed the children to see with both parents.
Advice not Acted on provided by attitude influencers	<ul style="list-style-type: none"> • Friend suggested that PWC contact a lawyer but PWC refused, <i>'She was adamant that she was going to let it go.'</i> 	<ul style="list-style-type: none"> • Encouraged PWC to talk about child maintenance arrangements but PWC did not want to initiate this with NRP – <i>'didn't want anything to do with the NRP.'</i>
Equipped		<ul style="list-style-type: none"> • Felt well equipped to help PWC – <i>'I would be quite a good listener.'</i>

Case Study 9: PWC, Group 1, 36+, London**Background****Affordability**

- PWC employed and NRP on benefits.
- PWC homeowner.

Relationship

- Married with two children.
- Separation due to domestic violence.
- No contact between NRP and PWC or with the NRP and the children.

Arrangement

- No arrangements in place.
- PWC happy with no contact and no arrangements. PWC believes the NRP has no right in her life as a result of domestic violence and she is proud to have brought up her children without the NRP's help.

	Attitude Influencers		
	Mother	Father	Sister
Views on separation & current situation (attitude influencers)	<ul style="list-style-type: none"> • Pleased that the relationship had ended because of the violence <i>'they couldn't go on like that.'</i> • Relieved that he was gone but worried that he would put in an appearance and turn nasty again. 	<ul style="list-style-type: none"> • Not happy as the NRP had abused his daughter, more concerned about the abuse than the broken marriage. • Relieved she was out of the relationship. • Felt it was better for the children that the NRP was out of their lives 	<ul style="list-style-type: none"> • Angry as NRP had no consideration for the children and she felt they deserved to know their Dad. • Belief that the children are better off without the NRP in their life.
Emotional Support	<ul style="list-style-type: none"> • Comforter – The PWC felt the violence was her fault, her mum reassured her that it wasn't. 	<ul style="list-style-type: none"> • Comforter – <i>'She was distressed as she was stuck with two young children and needed reassurances.'</i> 	<ul style="list-style-type: none"> • Listener - PWC could confide in her and talk to her. Her sister tried to be objective.
Practical support	<ul style="list-style-type: none"> • Took on full-time care of the children so the PWC could go back to work. 	<ul style="list-style-type: none"> • Looked after the children when PWC decided to go back to work • Took the children with them on holidays. 	<ul style="list-style-type: none"> • Provided practical support by staying with the PWC for a few months to help out with the daily tasks required to raise the children.
Financial Support	<ul style="list-style-type: none"> • Gave the PWC money at the time of separation to help with the bills etc. 	<ul style="list-style-type: none"> • Provided financial support when necessary. • Gave PWC advice on her debts. 	<ul style="list-style-type: none"> • Helped PWC make decisions about going back to work to allow her to manage household finances.

Attitude Influencers			
	Mother	Father	Sister
Level of influence	<ul style="list-style-type: none"> • Provided more practical support rather than providing her with advice. • No influence as PWC made up her own mind. 	<ul style="list-style-type: none"> • Feels that he had some influence but unsure whether this affected the decisions she made. 	<ul style="list-style-type: none"> • Limited influence, PWC listened to her but made her own decisions.
Advice not Acted on provided by attitude influencers	<ul style="list-style-type: none"> • Did not provide her with advice, <i>'I feel that I am more of a practical helper.'</i> 	<ul style="list-style-type: none"> • Unsure whether the advice given was acted on, <i>'I gave her advice but I never told her what to do.'</i> 	<ul style="list-style-type: none"> • PWC took her sister's advice on board and discussed things with her. • Believed her advice was acted on most of the time, <i>'we helped each other see reason.'</i>
Equipped	<ul style="list-style-type: none"> • Felt equipped to help out with the children with having the experience of raising her own family. • Left it to her husband to provide practical advice to the PWC. 	<ul style="list-style-type: none"> • Felt equipped to provide financially and practically as he was in a comfortable financial position, <i>'I was running my own business, making good money so it wasn't hard for us to provide for them.'</i> 	<ul style="list-style-type: none"> • Happy to help, although she felt she probably wasn't that well equipped at that time to tell her where to go for support.

Case Study 10: NRP, Group 2, 36+, Cardiff**Background****Affordability**

- NRP working part-time and PWC unemployed.

Relationship

- Previously married with three children.
- NRP had an affair.
- Currently have an amicable relationship with NRP but PWC feels that the NRP is jealous that she has now re-partnered which makes child maintenance discussions more difficult. NRP would like to get back together with PWC.
- Mixed/confused response about NRP contact, the NRP stated that the children stay with him every weekend but the PWC stated that the NRP rarely sees them anymore.

Arrangement

- Joint custody arrangements were put in writing in the final divorce papers, they stated that the NRP would have the children every other weekend and that he would provide financial support if and when required.
- He also takes the children out and buys them clothes when they are with him.
- Both the PWC and NRP are happy with the current arrangement.

Parent responsibility**Parents responsibility – the PWC view**

- Believes the NRP had more of an emotional, rather than a financial responsibility to the children and he should have been there more to emotionally support the children.
- NRP should support the children, *'if you don't pay towards them, you don't see them.'*

Parents responsibility – the NRP view

- Believes that he still has a responsibility and job to do for his children as he brought them into the world.
- Wants to do the best he can for his children *'I did it when I was there so I am not going to not do it when I'm not.'*

	Parents NRP	PWC
Right time to set up an arrangement	<ul style="list-style-type: none"> • NRP believes that he and the PWC get on so well now, due to the fact that they sorted out the arrangements for the children straight after the break-up. 	<ul style="list-style-type: none"> • PWC believes that they were right to discuss arrangements at the break-up but feels she shouldn't have made the children stay with him so soon after the break-up as they were too upset about the break-up and they preferred to be at home.
Emotional Support	<ul style="list-style-type: none"> • Received emotional support from friends and family <i>'they were there for me.'</i> 	<ul style="list-style-type: none"> • PWC's mum was her main provider of emotional support, <i>'she went through the emotions with me.'</i> • She would have liked counselling but it was not offered by GP, <i>'there was just nothing there to help deal with the emotions.'</i>
Practical support	<ul style="list-style-type: none"> • Brothers and sisters offered the NRP somewhere to stay during the break-up. 	<ul style="list-style-type: none"> • Her mum had went through a similar situation when the PWC was young and was able to offer her some legal advice on what she needed to do.

	Parents	
	NRP	PWC
Financial Support	<ul style="list-style-type: none"> His family offered him financial help but he felt that he <i>'didn't really need it.'</i> 	<ul style="list-style-type: none"> PWC does not like asking anyone for financial help, <i>'I'll make do unless I absolutely need it.'</i>
Level of influence	<ul style="list-style-type: none"> NRP was not influenced by others, <i>'its mind your own business until I ask.'</i> 	<ul style="list-style-type: none"> Took on board her mum's legal advice as she had been through the same situation.
Information (parents)	<ul style="list-style-type: none"> NRP would not seek any information as he does not want anyone from the outside interfering and hence would find it difficult to speak to an organisation as they are people that are unknown to him. NRP is unaware of organisations out there that can help but he wouldn't approach them unless he had no other option. 	<ul style="list-style-type: none"> PWC was not aware of her rights and what she was entitled to. Went to a solicitor but did not understand the language he used. Finds it hard to seek advice from outside organisations, <i>'I don't show my emotions.'</i>
CSA	<ul style="list-style-type: none"> NRP has been told a range of negative stories concerning the CSA and would not be willing to use them now or in the future. 	<ul style="list-style-type: none"> Believed CSA would cause trouble with the NRP, <i>'They're just interested in getting money from the father which just agitates them [i.e. NRP] and leaves them with less money.'</i>

Case Study 11: NRP, Group 3, 36+, Newcastle**Background****Affordability**

- NRP working full-time.
- PWC lives in the family home.

Relationship

- Previously married with two children.
- Relationship ended because they grew apart due to NRP's profession (In the Navy).
- Current relationship status is good with the NRP stating that they are still very close, '*there have been no changes in the relationship apart from the physical side*'. The PWC described the NRP being '*like my best friend*.'
- Contact with children varies depending on whether the NRP is at home or sea, when NRP is in the country he has regular contact with the children.

Arrangement

- Pays £800 to the PWC every month as well as ad hoc payments for clothes/items. Also pays for 50% of school uniforms and Christmas presents.
- When at sea the NRP would call his children once a week.
- Both the PWC and NRP are happy with the arrangements.

Parent responsibility**Parents responsibility – the PWC view**

- Believes that as parents they have 50/50 responsibility to support their children financially and emotionally.
- Believes that the NRP had a responsibility to provide financial support.

Parents responsibility – the NRP view

- Believes it is his responsibility to keep the children in the manner that they are accustomed to.
- Has a responsibility to minimise change for the children and to keep a good relationship with the PWC.
- To provide for the PWC if and when she needs financial support.

	Parents	
	NRP	PWC
Right time to set up an arrangement	<ul style="list-style-type: none"> • Believed the discussion took place at the right time as if it had taken place too early on emotions would have been high which would have made it harder. 	<ul style="list-style-type: none"> • PWC believes their arrangements were set up at the right time as when they broke up the NRP went away with work for four months which gave her time to think if she was making the right decision and also to let emotions settle first before discussing these arrangements.
Emotional support	<ul style="list-style-type: none"> • Sister-in-law provided the NRP with emotional and practical support. 	<ul style="list-style-type: none"> • PWC's parents were supportive even though they were upset about the separation. • Her mum was her main source of emotional support. • Two good friends and her sister in law who had been through similar situations were a good help to the PWC and provided her with emotional support.
Practical support	<ul style="list-style-type: none"> • Both sets of parents were supportive and would have looked after the children if the PWC and NRP needed time to talk. 	<ul style="list-style-type: none"> • PWC did not feel that she received any practical support around the time of the break-up.

	Parents	
	NRP	PWC
Level of influence	<ul style="list-style-type: none"> Not influenced by others as he was away from friends for long periods of time due to the nature of his job. 	<ul style="list-style-type: none"> No-one had influenced her decisions as she had such a good relationship with the other parent, <i>'because of how amicable we are and how laid back [NRP] is I knew all I needed to say was 'I need this and I got it.'</i>
Information (parents)	<ul style="list-style-type: none"> NRP's brother had been through a nasty divorce and so the NRP was aware of what his rights were. Has access to a solicitor through work but never felt the need to speak to him. 	<ul style="list-style-type: none"> PWC did not seek information as the relationship with the NRP was good and she didn't think she needed any, <i>'I never doubted that [NRP] wouldn't support his family.'</i>
CSA	<ul style="list-style-type: none"> Due to the relationship the NRP had with the PWC and the contact he had with the children he felt he didn't need to contact the CSA. He also viewed arrangements as a private matter between both parents. 	<ul style="list-style-type: none"> Never felt the need to contact the CSA because of the relationship between the PWC and NRP <i>'I never doubted that [NRP] wouldn't give me money, that he wouldn't support his family...If he stopped my money they obviously then I would have to.'</i>

Case Study 12: NRP, Group 2, 36+, Glasgow**Background****Affordability**

- Mixed response over NRP's employment, the NRP stated he was working full-time but the PWC believes he is unemployed. The PWC works part-time.
- NRP is a homeowner but the PWC is in rented accommodation.

Relationship

- Previously lived together with one child.
- Conflicting response about why the relationship ended, NRP stated that they grew apart but the PWC reported that the NRP had an affair.
- Currently have an amicable relationship but the PWC states she is very angry with the NRP but doesn't show it, *'he is more likely to make conversation but I try to keep it to basic chit chat.'*
- Child stays with the NRP two nights a week.

Arrangement

- NRP does not pay any child maintenance but purchases clothing and other items for the child when asked to do so by the PWC.
- Both the NRP and PWC are unhappy with the current arrangement.

Parent responsibility**Parents responsibility – the PWC view**

- Believes the NRP should be paying towards the child's upkeep even if it is only £25.
- The NRP should make the child his first priority *'If you have a child, that should be your first priority, to take care of it...children should be supported equally by both parents.'*

Parents responsibility – the NRP view

- Believes that both parents should work hard to make arrangements for the child.
- Believes that he has a financial responsibility to the child but not towards the PWC's lifestyle.

	Parents	
	NRP	PWC
Right time to set up an arrangement	<ul style="list-style-type: none"> • Believed that the arrangements were made at the right time as <i>'there was never a time when [child] needed something and didn't get it.'</i> 	<ul style="list-style-type: none"> • PWC believes that they should have made arrangements right at the beginning but because she was in a good job back then she didn't feel like she needed the NRP's money.
Emotional Support	<ul style="list-style-type: none"> • NRP does not believe he requires any emotional support as he has an amicable relationship with the PWC. 	<ul style="list-style-type: none"> • Her family were there to talk to if she felt she needed to • Talked to her work colleagues (counsellors) who provided her with emotional support.
Practical support	<ul style="list-style-type: none"> • His Dad provided practical support by collecting the child from school on some occasions. • His sister advised him to keep good terms with the PWC. 	<ul style="list-style-type: none"> • The PWC and the child stayed with her mum for three months and the NRP's dad for three months until they got accommodation sorted out. • PWC's mum collects the child from school two days a week.
Level of influence	<ul style="list-style-type: none"> • Was not influenced by others, <i>'I listened to them but I've just done what I've done off my own back. It's been me and [PWC] that have sorted it out.'</i> 	<ul style="list-style-type: none"> • PWC was not influenced by family <i>'I don't think they influenced me, they gave me emotional support at the right time and I knew exactly what I had to do, they were just there to help.'</i>

	Parents	
	NRP	PWC
Information (parents)	<ul style="list-style-type: none"> • Believed he had no need for any other information he is happy with the current arrangements and for this reason the NRP did not feel the need for contact with, or support from organisations. 	<ul style="list-style-type: none"> • PWC did not seek any support from any organisation as she felt she didn't need it.
CSA	<ul style="list-style-type: none"> • Experiences of friends and other work colleagues who have had bad experiences of the CSA has made the NRP adamant that he will not get involved in any arrangement through the CSA. 	<ul style="list-style-type: none"> • Threatened the NRP with the CSA but did not follow through because the NRP threatened to report her for claiming working tax credits when she was not entitled to it.

Case Study 13: PWC, Group 3, 18-35, Glasgow**Background****Affordability**

- PWC working part-time and NRP working full-time.

Relationship

- Previously living together with four children.
- Drifted apart, they were very young when they started dating and had children very young. PWC stated that the NRP had a cannabis addiction also.
- The relationship is getting better, it is more amicable now than has been in the past as there are less emotions at play, although the PWC states that the NRP is awkward and inflexible resulting in the PWC giving in for a quiet life.
- Children go to the NRP's every Wednesday for tea from 6-8pm, he picks them up from school every second Friday and they stay with him until Sunday.

Arrangement

- PWC stated that the NRP pays £12 per child per week but NRP says he now pays £144 a month directly to the PWC.
- No provision of ad hoc financial arrangements or payments towards clothes.
- NRP is happy with the arrangements but would like to be able to pay more. The PWC would like more flexibility from the NRP and therefore would not say she is 100% happy with the arrangement in place.

Parent responsibility**Parents responsibility – the PWC view**

- Believes that NRP should look after his children and be involved in their lives.
- Believes the NRP has not fulfilled his responsibilities and has washed his hands from his children and used renting a room in a person's house as a reason for not being able to keep the children overnight.

Parents responsibility – the NRP view

- Believes he has a responsibility to the children *'I knew I had to contribute to the children. I was aware of my financial responsibilities which is why I did give £50.'*
- Believes it is hard to work as co-parents as he and the PWC have different norms and values about how to raise the children.

	Parents		Attitude influencers	
	PWC	NRP	Neighbour	Friend
Views on separation & current situation (attitude influencers)			<ul style="list-style-type: none"> • Both parents knew it was their responsibility to put the children first. • Believes that the PWC's relationship with the children hasn't been affected. • The PWC's role as a parent has not changed, although the break-up has made her stronger. 	<ul style="list-style-type: none"> • Believes that both parents have a responsibility to provide for their children as <i>'at the end of the day, it's your child, so you should provide for them.'</i> • Believes that the PWC has done the best that she could for the children and that she is a <i>'fantastic mother.'</i>

	Parents		Attitude influencers	
	PWC	NRP	Neighbour	Friend
			<ul style="list-style-type: none"> Believes whatever arrangements are in place must be OK as the children seem to be happy. 	
Right time to set up an arrangement	<ul style="list-style-type: none"> No specific time when arrangements were discussed, the PWC believes it was a waste of time talking to NRP as he never listened or followed through with agreed arrangements. 	<ul style="list-style-type: none"> NRP could not remember a specific time when he talked with the PWC about arrangements, <i>'they kind of just happened'</i>. He believes that they should have made arrangements at the beginning but he wasn't in a position to pay, so they <i>'just went with the flow.'</i> 		
Emotional support	<ul style="list-style-type: none"> PWC's mum and dad provided emotional support. 	<ul style="list-style-type: none"> Friends and family provided moral support and tried to reassure the NRP that things would get better in the long run. 	<ul style="list-style-type: none"> Realiser – Told the PWC to get on with her life as she was still young Comforter – <i>'I'm there for her 24 hours a day, I'm always there to support her.'</i> 	<ul style="list-style-type: none"> Comforter – <i>'I talked things through with her, give her my opinion and feedback and helped her think things through, I was always at the end of the phone.'</i> Listener – Supported her to deal with the break-up, but she didn't feel it was her place to give advice on the relationship, she could only help her out.
Practical support	<ul style="list-style-type: none"> A friend helped the PWC with the children, helping with homework and going on family trips with them. 	<ul style="list-style-type: none"> The NRP's cousin allowed him to stay with him at the beginning. 	<ul style="list-style-type: none"> Helped out with the children just after the break-up as PWC was down and depressed. Looked after the children if the PWC needed to go out Provided practical advice to the PWC, <i>'I just tried to advise as best I could.'</i> 	<ul style="list-style-type: none"> Provided help with the children and she sometimes stayed overnight to help out with the children. Gave the PWC advice based on the experience of some of her friends who had been in similar situations.

	Parents		Attitude influencers	
	PWC	NRP	Neighbour	Friend
Financial support	<ul style="list-style-type: none"> Her dad helped her out with money and bought things she needed at the time of separation and the PWC has paid her dad back. 	<ul style="list-style-type: none"> NRP was not provided with any financial assistance around the time of the break-up. 	<ul style="list-style-type: none"> Did not provide any financial support as she is a pensioner and could not afford to help PWC out with money. 	<ul style="list-style-type: none"> She would have helped out by picking up bread and other things that she needed, and she would sometimes lend her money at Christmas to help her out, but the PWC always pays her back.
Level of influence	<ul style="list-style-type: none"> PWC did listen to her parents, but believed she was strong minded and that the majority of the time her decisions were based on her own views. 	<ul style="list-style-type: none"> NRP believes that he is strong minded and stubborn and not easily influenced. <i>'Friends and family provided useful advice but at the time I didn't want to hear about it.'</i> 	<ul style="list-style-type: none"> Believes that the PWC listened to her but was not necessarily influenced by her, <i>'I can only advise her so much and then it's up to her to do what she is going to do.'</i> 	<ul style="list-style-type: none"> Believed that the PWC was partly influenced by her and she felt that she was the best person to give advice and support to her, <i>'she respects my opinion but you can't make someone change their mind completely.'</i>
Information (parents)	<ul style="list-style-type: none"> Spoke to a lawyer about the NRP taking more responsibility for the children. 	<ul style="list-style-type: none"> Spoke to a solicitor to see what his rights were with regards to the children and was informed that because they were not married he had no legal rights over the children. 		
Advice not Acted on provided by attitude influencers			<ul style="list-style-type: none"> Believes that the PWC listens to her and respects her opinion as she is older, but will tell her if she doesn't agree with what she is saying <i>'she will listen to you and if she doesn't like it she will tell you.'</i> 	<ul style="list-style-type: none"> Believes that some of her advice was acted on, <i>'sometimes we had different opinions but [PWC] would ask my opinion anyway'</i>
Equipped			<ul style="list-style-type: none"> The neighbour believed that she was equipped to provide emotional and practical support as she has been her friend for 9 years and the PWC can confide in her. 	<ul style="list-style-type: none"> She felt equipped to help the PWC as <i>'I feel that I'm a personable and intelligent person, quite sensible and [PWC] values my opinion.'</i>

	Parents		Attitude influencers	
	PWC	NRP	Neighbour	Friend
CSA	<ul style="list-style-type: none"> • PWC sometimes uses the CSA to threaten the NRP to encourage him be more supportive but has never actually contacted the CSA. 	<ul style="list-style-type: none"> • The NRP contacted the CSA to see how much he should be paying, they then sent him out an arrears bill and worked out for him how much he should be paying taking into consideration that the children stay with him on a regular basis. 		

PART 5: LINKING INSIGHT TO BEHAVIOUR

This section presents how the research insights link specifically to suggestions around practical interventions that might be considered³. It does this by taking each negative behaviour⁴ as a case study and considering the detailed insights from the research in the context of the previously identified behavioural drivers.

These insights are then linked to interventions – the interventions noted cover both those raised by participants during the research and those considered as potentially appropriate by PwC.

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³ The proposed interventions are suggestions made by PwC based on genuine insights gleaned from the primary research, they are not necessarily actions that will be undertaken by the Commission or any other organisation.

⁴ Negative behaviours are those behaviours which are not seen as being favourable in terms of providing or receiving child maintenance support.

Challenging Behaviour

Driver 1: Relationships

Insights i.e. what the research has told us about challengers	Intervention(s) i.e. what the insight suggests we should do		
		Support	Communications
PWC/NRP contact <i>PWC limited /no contact with NRP</i>	Trace facility To identify whereabouts of NRP. Service to be delivered by a new organisation and provided free of charge. Mentoring To empower PWC to pursue NRP for an arrangement and to provide them with the tools to initiate difficult discussions. Provided by a third party organisation. Advertised through a communication campaign.	Advertising campaign To promote the Trace facility and additional support to help reintroduce parents. Developed by the Commission and delivered through TV, Radio and bill board channels.	Advice na
NRP - child contact <i>PWC perspective of quality NRP-child contact causes parental friction</i>	Mediation A forum for parents to discuss and agree quality NRP-child contact and what this looks like. Provided by a third party organisation. Advertised through a communication campaign and Options Service.	Social marketing Advertising campaign to promote mediation facility for those parents who are not engaged with the Options service. Signposting to third party organisation through Options Service.	Parenting classes To understand their role with their child. Provided through a third party organisation. Advertised through a communication campaign and Options service
Conflict <i>Inability to discuss child maintenance without arguments</i>	Negotiation skills Support for PWCs to empower them to discuss child maintenance arrangements with NRP. Provided through Options service and/or a third party organisation. Signposted through Options service, CAB and other separated parents support organisations/networks.	Social marketing Advertising campaign to promote negotiation/mediation support for those parents who are not engaged with the Options service.	Non-conflict legal advice Free legal advice to encourage an arrangement without causing conflict between parents. Provided by a third party organisation. Signposted through Options service, CAB and other separated parents support organisations.

Insights i.e. what the research has told us about challengers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
	<p>Mediation To assist parents to discuss and agree child maintenance arrangements without causing conflict.</p>		<p>Dealing with conflict Advice for PWCs to deal with difficult and argumentative situations. Providing them with the confidence to initiate discussions and to minimise conflict within discussions.</p>
<p>PWC controls child access <i>PWC controls child access causing friction with NRP</i></p>	<p>Mentoring To encourage PWC to discuss child access with NRP and come to a mutual arrangement.</p> <p>Networking/exchange for PWCs & NRPs Opportunity to hear stories from other parents in similar situations and how they manage NRP-child contact. Set-up through third party organisation within local communities. Advertised within local community newspapers and community centres.</p>	<p>Social marketing Advertising campaign to promote mentoring support for those parents who are not engaged with the Options service.</p>	<p>na</p>
<p>NRP bonds with children <i>NRP has limited bond with child/ren</i></p>	<p>Networking/exchange for PWCs Opportunity to hear stories from other parents in similar situations and how they encourage NRP-child contact/deal with the frustration of limited NRP bonding with child/ren.</p> <p>Family mediation service To encourage NRP-child contact and to deal with difficulties/issues experienced within the family that currently block contact or prevent emotional bonds being created. Provided by a third party organisation. Advertised through a communication campaign.</p>	<p>Social marketing Advertising campaign heroing positive NRP behaviour and benefits of NRP-child contact. Advertising parenting class service for NRPs.</p>	<p>Parenting classes For NRP to understand their role with their child.</p>

Insights i.e. what the research has told us about challengers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
Negative NRP behaviour <i>NRP considered by PWC to be 'unreliable'/having anti-social behaviour issues</i>	<p>Counselling service To help family members deal with the outcomes of NRP anti-social behaviour, for e.g. addictions support group for family. Provided by a third party organisation that can provide counselling services. Signposted through Options service and advertised through a campaign.</p> <p>Mediation To deal with underlying trust issues working towards building a co-parenting relationship.</p>	<p>Social marketing Advertising campaign to promote counselling and advice services available for the family.</p>	na
NRP re-partners <i>Influence of NRP new partner results in deterioration of co-parent relationship</i>	<p>Networking/exchange for PWCs & NRPs Opportunity to hear stories from other parents in similar situations and how they manage the influence of a new partner.</p> <p>Mentoring To encourage PWC to feel more empowered and confident to approach NRP and hold difficult conversations to discuss their roles as co-parents.</p>	<p>Social marketing Advertising campaign to promote the networking facility and mentoring service for PWCs.</p>	Parenting classes For NRP to understand their role with their child.
PWC re-partnering <i>Emotional response of NRP to PWC new partner causes friction</i>	<p>Mediation To help parents discuss changing circumstances and impact on child maintenance arrangements.</p> <p>Counselling service To help NRP deal with their emotions and concentrate on their child/ren's emotional and practical needs.</p>	<p>Social marketing Advertising campaign to promote counselling, mediation services available for the NRP and PWC.</p>	na

Driver 2: Emotions

Insights i.e. what the research has told us about challengers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
<p>Abandoned <i>PWC feels lonely and insecure</i></p>	<p>Networking/exchange for PWCs To alleviate feeling of being alone. Opportunity to hear stories from other parents in similar situations and what steps they have taken. Good signposting facility. Forum to receive advice information and to hear from different support organisations that can provide further support.</p>	<p>Social marketing Advertising campaign to promote the networking facility.</p>	<p>na</p>
<p>Frustration <i>PWC feels frustrated and angry towards NRPs lack of child maintenance support/irregular support</i></p>	<p>Mentoring To encourage PWC to feel more empowered and confident to hold difficult conversations. Mediation To deal with emotional issues and to help to build a co-parenting relationship.</p>	<p>Social marketing Advertising campaign to promote mentoring and mediation service for separated parents.</p>	<p>Dealing with conflict Advice for PWCs to deal with difficult and argumentative situations. Providing them with the confidence to initiate discussions and to minimise conflict within discussions. Prepared by Commission and delivered via leaflets through various third party support organisations and community parent groups.</p>
<p>Controlled <i>PWC feels controlled by the NRP</i></p>	<p>Mentoring To encourage PWC to feel more empowered and confident to hold difficult conversations. Negotiation skills Support for PWCs to empower them to discuss child maintenance arrangements with NRP.</p>	<p>Social marketing Advertising campaign to promote mentoring and mediation service for separated parents.</p>	<p>Knowing your rights Advice for PWCs to help them know their rights to assist them to negotiate a better arrangement. Providing them with the confidence to initiate discussions and to minimise conflict within discussions. Prepared by Commission and delivered via leaflets through various third party support organisations and community parent groups.</p>

Insights i.e. what the research has told us about challengers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
Guilt <i>Feelings of guilt about impact of separation on children.</i>	Managing the impact on children Support for parents to help children deal with the emotions of a separation and to alleviate feelings of guilt.	Social marketing Advertising campaign to hero positive behaviour from separated parents and how this impacts on the child/ren.	How to minimise impact of a separation on children Advice to separated parents on how to minimise impact on children and support organisations who can help parents to deal with this situation. Prepared by Commission and delivered via leaflets through various third party support organisations and community parent groups.
Fear <i>PWC is fearful of the consequences of trying to change arrangements</i>	Mentoring To encourage PWC to feel more empowered and have the confidence to hold difficult conversations. Negotiation skills Support for PWCs to empower them to discuss child maintenance arrangements with NRP and manage their reaction appropriately.	Social marketing Advertising campaign to promote mentoring and mediation service for separated parents.	na
Emotionally exhausted <i>PWC is emotionally exhausted and stressed</i>	Counselling service To help PWC deal with their emotions and concentrate on agreeing an appropriate child maintenance arrangement for everyone, not just accepting what is being offered by NRP. Networking/exchange for PWCs Opportunity to hear stories and voice their experience. Learn from their peers and find out about coping mechanisms being used by other parents to alleviate the stress and exhaustion experienced.	Social marketing Advertising campaign to promote the networking facility and counselling service for PWCs.	Helpline Advice for newly separated parents on practical things like housing and finances to ease stress of everyday life. Provided by a third party organisation. Signposted through Options service and other third party organisations.

Insights i.e. what the research has told us about challengers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
Upset and hostile <i>NRP is upset and is hostile towards PWC</i>	Counselling service To help NRPs deal with their emotions at the time of separation and their experience of loss of contact with child/ren. Networking/exchange for NRPs Opportunity to hear stories and voice their experience. Learn from their peers and find out about coping mechanisms being used by other parents to alleviate the sense of loss and how they maintain contact with their child/ren.	Social marketing Advertising campaign to promote the networking facility and counselling service for NRPs.	na

Driver 3: Attitudes, beliefs and values

Insights i.e. what the research has told us about challengers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
NRP should be aware of their responsibilities <i>PWC believes the NRP should be aware of their responsibilities to provide child maintenance arrangements</i>	na	Social marketing Advertising campaign to hero positive behaviour and the benefits of providing child maintenance.	na
PWC is self-reliant <i>PWCs believes that no-one can help them and they are proud of their self-reliance</i>	na	Social marketing Advertising campaign to promote where to source relevant information and signposting to appropriate support organisations.	Helpline Advice for PWCs on practical things like housing and finances to ease stress of everyday life and communicate that there is support available from external organisations.
NRP should increase child maintenance <i>PWC believes the NRP should provide more financial contributions</i>	Mentoring To encourage PWC to feel more empowered and have the confidence to hold difficult conversations and push for increased child maintenance contributions if they fall below the statutory amount.	Social marketing Advertising campaign to promote where to source relevant information and signposting to appropriate support organisations.	Online/telephone advice Advice and information for PWCs to manage their expectations concerning their child maintenance entitlements from the NRP through the statutory process. Provided by a third party organisation. Signposted through Options service and other third party organisations.
NRP perceived to be unreliable <i>Some PWCs believes the NRP is unreliable and breaks agreements</i>	Mediation To deal with underlying trust issues working towards building a co-parenting relationship that works for both parents and can be consistently and reliably met.	Social marketing Advertising campaign to promote mediation services.	na
PWCs role as child maintenance seeker <i>Some PWCs did not believe they had a role in encouraging NRPs to contribute.</i>	Mentoring To make PWCs aware of their role to encourage NRPs and to provide PWCs to feel more empowered and have the confidence to hold difficult conversations.	Social marketing Advertising campaign to promote the role of the PWC to encourage NRP to provide an effective arrangement.	na

Driver 4: Affordability

Insights i.e. what the research has told us about challengers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
<p>Debt management <i>This is a difficult issue. Where debt had been accumulated, management and payment of this is challenging</i></p>	na	na	<p>Financial planning advice To help parents deal with debt and manage living on a low budget. Delivered through a third party organisation, for e.g. FSA. Signposted through Options service and other third party organisations such as CAB.</p>
<p>Financial struggle <i>PWCs struggle financially to provide for their child/ren and make personal sacrifices</i></p> <p><i>NRPs struggle to provide child maintenance due to providing for own living arrangement and income is limited</i></p>	<p>Mentoring To encourage PWC to feel more empowered and have the confidence to hold difficult conversations with NRP concerning child maintenance.</p>	na	<p>Financial planning advice To help PWCs manage their money and budget for associated bills on a low income. To help NRPs find solutions to providing child maintenance on low income.</p> <p>Online/telephone advice Advice and information for PWCs to manage their expectations concerning their child maintenance entitlements from the NRP through the statutory process. Provided by a third party organisation. Signposted through Options service and other third party organisations.</p>
<p>Taking on financial management can be difficult for PWCs <i>Where NRPs had previously managed household finances, PWC's struggled to take on this responsibility.</i></p>	<p>Networking/exchange for PWCs Opportunity to learn from peers how to manage payment of weekly and monthly bills alongside providing for their child/ren. Learn from their peers regarding cost saving ideas and attend training sessions for how to manage bringing up children on a low income.</p>	<p>Social marketing Advertising campaign to promote the networking facility and the financial planning advice available for PWCs.</p>	<p>Financial planning advice To help PWCs manage their income and budget for household bills.</p>

Insights i.e. what the research has told us about challengers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
Perceived inequalities in parental income <i>The financial status of the PWC can adversely impact NRP support behaviour</i>	Counselling service To help NRPs deal with their emotions at the time of separation and the perceived inequalities in parental income focusing on the benefits of providing for your child/ren	Social marketing Advertising campaign to promote counselling services for NRPs and to promote the benefits of formalised arrangements between parents, regardless of perceived inequalities.	na

Driver 5: Intentions

Insights i.e. what the research has told us about challengers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
Discuss child maintenance contributions <i>PWCs intend to discuss child maintenance arrangements but previous failed attempts act as a deterrent</i>	Mediation To encourage the implementation of support arrangements. Negotiation skills Support for PWCs to empower them to discuss child maintenance arrangements with NRPs.	Social marketing Advertising campaign to promote mediation and negotiation services.	na
Seek support <i>Some PWCs & NRPs express a desire to seek help from an external support organisation to instigate a child maintenance arrangement</i>	Mentoring To encourage PWC/NRP to have the confidence to seek support from an external organisation and to start a formal process to put an arrangement in place with the NRP/PWC.	Social marketing Advertising campaign to promote mentoring service and the non-conflict legal advice.	Non-conflict legal advice Free legal advice to encourage an arrangement but not to cause conflict between parents.
CSA as a last resort <i>Parents express an intention to contact the CSA if arrangements cannot be put in place privately</i>	na	Social marketing To dispel the negative attitudes towards CSA service and promote it as a first port of call for information and advice.	na
Refusal to make an arrangement <i>Not willing to pay child maintenance and have no intentions to pay</i>	Enforcement Statutory policy to ensure PWCs and NRPs set-up an appropriate support for their child/ren. Policy to put compulsory arrangements in place like other countries	na	na

Abdicating Behaviour

Driver 1: Relationships

Insights i.e. what the research has told us about abdicators	Intervention(s) i.e. what the insight suggests we should do			
	Statutory Policy	Support	Communications	Advice
<p>No relationship exists <i>PWC limited/no contact with NRP PWC may not know where the NRP is or may not have told the NRP that they have a child</i></p>	<p>Enforcement Statutory policy to ensure PWCs and NRPs set-up an appropriate support arrangement for their child/ren. Policy to put compulsory arrangements in place.</p>	<p>Trace facility To identify whereabouts of NRP. Service to be delivered by a new organisation and provided free of charge. Mentoring To empower PWC to pursue NRP for an arrangement and to provide them with the tools to initiate difficult discussions. Provided by a third party organisation. Advertised through a communication campaign.</p>	<p>Advertising campaign To promote the benefits and importance of the NRP's role with the child/ren. And to promote services available to help parents to initiate this process, for example the Trace facility and additional support to help reintroduce parents. Developed by the Commission and delivered through TV, Radio and bill board channels. Campaign with school children Incorporating information within Personal, Social and Health Education (PSHE) classes to educate teenagers on the importance of parental support to a child and the associated benefits.</p>	<p>Parenting classes To understand their role with their child. Provided through a third party organisation. Advertised through a communication campaign and Options service</p>
<p>Negative NRP behaviour <i>NRP considered by PWC to be 'unreliable'/having anti-social behaviour issues</i></p>	<p>na</p>	<p>Counselling service To help family members deal with the outcomes of NRP anti-social behaviour e.g. addiction support group for family. Provided by a third party organisation that can provide counselling services. Signposted through Options service and advertised through a campaign.</p>	<p>Social marketing Advertising campaign to promote counselling and mediation services available for the family.</p>	<p>na</p>

Insights i.e. what the research has told us about abdicators	Intervention(s) i.e. what the insight suggests we should do			
	Statutory Policy	Support	Communications	Advice
		Mediation To deal with underlying trust issues working towards building a co-parenting relationship.		
NRP contact not wanted <i>NRP contact may not be wanted by PWC due to violence, alcohol/drug abuse</i>	Enforcement Statutory policy to ensure child maintenance support is set-up for the child/ren which still protects PWC and children who do not want NRP contact	Counselling service To help PWCs and child/ren to deal with their past and to instil confidence to ensure them to initiate child maintenance arrangements through the statutory policy route. Provided by a third party organisation that can provide counselling services. Signposted through Options service and advertised through a campaign.	na	na
PWC re-partnering <i>Emotional response of NRP to PWC new partner causes withdrawal of NRP role as parent</i>	na	Mediation To help parents discuss changing circumstances and impact on child maintenance arrangements. Counselling service To help NRP deal with their emotions and concentrate on their child/ren's emotional and practical needs.	Social marketing Advertising campaign to promote counselling, mediation services available for the NRP and PWC.	na
NRP bonds with children <i>NRP has limited/no bond with child/ren. For a few NRPs they believe that the situation would be different if they had been allowed to be more involved at the time of birth Some PWCs have no intentions of introducing the child to the NRP after long</i>	na	Networking/exchange for PWCs & NRPs Opportunity to hear stories from other parents in similar situations and how they encourage NRP-child contact/deal with the frustration of limited NRP bonding with child. How NRPs can become more involved in the life of their child.	Social marketing Advertising campaign heroing positive NRP and PWC behaviour and benefits of NRP-child contact. Advertising parenting class service for NRPs and the networking facility, mediation and mentoring services available for separated parents.	Parenting classes For NRP to understand their role with their child now, even though they may not have been involved from birth. Importance of co-parenting Advice for PWCs & NRPs to encourage co-parenting and

Insights i.e. what the research has told us about abdicators	Intervention(s) i.e. what the insight suggests we should do			
	Statutory Policy	Support	Communications	Advice
<i>periods of separation</i>		<p>Mediation service To encourage parents to learn more about each other and to establish how NRP-child contact can be encouraged and how to deal with difficulties/issues experienced that currently blocks contact or prevent emotional bonds being created. To help parents discuss contact and assist them to put the first steps in place, with the view of minimising the impact on the child.</p> <p>Mentoring To highlight benefits of co-parenting relationships and to empower PWCs with confidence to pursue NRP to initiate discussions.</p>		the benefits of this positive behaviour. Providing them with guidance on how best to initiate these discussions and who can support the nurturing of such a relationship.
<p>Hostile relationship between parents <i>Fraught relationships between PWCs & NRPs</i></p>	na	<p>Counselling service To help parents deal with their emotions and concentrate on their child/ren's emotional and practical needs.</p> <p>Mediation service To encourage parents to deal with their conflict and set these issues aside in order to put a child maintenance arrangement in place. To focus parents on the needs of the child not their own personal issues between each other.</p>	<p>Social marketing Advertising campaign heroing positive NRP and PWC behaviour and benefits of NRP-child contact. Advertising counselling and mediation services for parents.</p>	<p>Importance of co-parenting Advice for PWCs & NRPs to encourage co-parenting and the benefits of this positive behaviour. Providing them with guidance on how best to initiate these discussions and who can support the nurturing of such a relationship.</p>

Driver 2: Emotions

Insights i.e. what the research has told us about abdicators	Intervention(s) i.e. what the insight suggests we should do			
	Statutory Policy	Support	Communications	Advice
Abandoned <i>PWC feels lonely and insecure</i>	na	Networking/exchange for PWCs To alleviate feeling of being alone. Opportunity to hear stories from other parents in similar situations and what steps they have taken. Good signposting facility. Forum to receive advice information and to hear from different support organisations that can provide further support.	Social marketing Advertising campaign to promote the networking facility.	na
Anger <i>Some PWCs feel angry about the circumstances of their separation and the attitude of the NRP</i> <i>Some NRPs were angry that the PWC had restricted their access to the child/ren</i>	na	Mentoring How parents can channel their anger and exhibit more positive behaviours. Understanding why they feel angry and looking beyond this anger towards their ideal scenario. Helping parents to workout how to reach agreement.	Social marketing Advertising campaign to promote mentoring service for separated parents.	Anger management Advice for parents to deal with their anger and how to manage this anger to ensure it does not negatively impact on child maintenance arrangements. Prepared by Commission and delivered via leaflets through various third party support organisations and community parent groups.
Pride <i>Some PWCs noted pride in their achievements without the help of the NRP</i> <i>Other PWCs were too proud to contact the NRP who had walked out on them</i>	na	Networking/exchange for PWCs Opportunity to hear stories from other parents in similar situations and what steps they have taken. Positive stories of how NRP involvement has helped. Good signposting facility.	Social marketing Advertising campaign to promote benefits of NRP involvement for the child and the importance of establishing a co-parenting relationship and to promote the networking facility.	na

Insights i.e. what the research has told us about abdicators	Intervention(s) i.e. what the insight suggests we should do			
	Statutory Policy	Support	Communications	Advice
		Forum to receive advice/information and to hear from different support organisations that can provide further support.		
Fear <i>PWC fears provision of child maintenance would result in NRP controlling arrangements and ultimately the PWC and the child/ren</i>	na	Mentoring To encourage PWC to feel more empowered and have the confidence to hold difficult conversations. Negotiation skills Support for PWCs to empower them to discuss child maintenance arrangements with NRP and how to maintain control over the situation.	Social marketing Advertising campaign to promote mentoring and negotiation service for separated parents.	na
Guilt <i>Some NRPs had feelings of guilt about not providing for their child/ren and the impact of this.</i>	na	na	Social marketing Advertising campaign to hero positive behaviour from NRPs and how this impacts on the child/ren and the NRP-child relationship.	Making the first move Advice for NRPs on how to start becoming involved in their child's life and what they should do next. Prepared by Commission and delivered via leaflets through various third party support organisations and community parent groups.

Driver 3: Attitudes, beliefs and values

Insights i.e. what the research has told us about abdicators	Intervention(s) i.e. what the insight suggests we should do			
	Statutory Policy	Support	Communications	Advice
NRP should be aware of their responsibilities <i>PWC believes the NRP should be aware of their responsibilities to provide child maintenance arrangements</i>	na	na	Social marketing Advertising campaign to hero positive behaviour and the benefits of providing child maintenance.	na
PWC concern over impact on benefits <i>No awareness of change to policy rules regarding disregard. Belief this means a negative impact on benefits.</i>	na	na	Social marketing Advertising campaign to promote change to policy rules regarding disregard.	na
PWCs role as child maintenance seeker <i>Some PWCs did not believe they had a role in encouraging NRPs to contribute.</i>	na	Mentoring To make PWCs aware of their role to encourage NRPs and to provide PWCs to feel more empowered and have the confidence to hold difficult conversations.	Social marketing Advertising campaign to promote the role of the PWC to encourage NRP to provide an effective arrangement.	na
Child maintenance not a priority <i>For some PWCs they have so many other challenges in their life that child maintenance is not regarded to be a priority for them</i>	na	Networking/exchange for PWCs Opportunity to learn from peers and how the involvement of the NRP has benefited their position and the child.	Social marketing Advertising campaign to promote the benefits of receiving child maintenance and where to source relevant information.	Helpline Advice for PWCs on practical things like housing and finances to ease stress of everyday life and communicate that there is support available from external organisations.
NRP perceives the PWC to hold the control <i>Most NRPs believe the PWC controls the contact with the child and this impacts on their willingness to provide child maintenance</i>	na	Mediation service To encourage parents to talk and discuss NRP-child contact and how to deal with difficulties/issues experienced that currently block contact or prevent emotional bonds being created.	Social marketing Advertising campaign to promote the benefits of payment of child maintenance and the mediation services for parents.	na

Insights i.e. what the research has told us about abdicators	Intervention(s) i.e. what the insight suggests we should do			
	Statutory Policy	Support	Communications	Advice
No contact, no child maintenance contribution <i>For some NRPs no involvement in the child's life means the NRP does not provide support</i>	Enforcement Statutory policy to ensure PWCs and NRPs set-up an appropriate support arrangement for their child/ren. Policy to put compulsory arrangements in place like other countries.	Counselling service To help NRPs deal with their emotions and to recognise that they still have a responsibility to provide child maintenance regardless of current status of NRP-child contact. Mediation To help parents discuss NRP-child contact and to try to come to a suitable arrangement.	Social marketing Advertising campaign to promote the mediation and counselling services for parents.	na
Lack of trust towards PWCs <i>For some NRPs they do not trust the PWC and believe they would use the child maintenance contributions to improve their personal lifestyle instead of providing for the child/ren</i>	na	Mediation To deal with underlying trust issues working towards building a co-parenting relationship. Development of a contract To help parents negotiate how child maintenance should be spent and to provide NRPs with proof of purchase e.g. receipts etc	Social marketing Advertising campaign to promote the mediation and counselling services for parents. Campaign with school children Incorporating information within Personal, Social and Health Education (PSHE) classes to educate teenagers on the costs associated with raising a child.	How much it costs to raise a child General information for separated parents to make them aware of the cost of raising a child. To ensure they have an accurate understanding of the costs involved.
Uncertainty over paternity <i>For a few NRPs doubt existed over paternity and their name was not placed on the birth certificate resulting in no payment of child maintenance</i> Lack of child maintenance does not impact on the child/ren <i>A few NRPs believe that the</i>	na Enforcement Statutory policy to ensure NRPs set-up an appropriate support for their	Counselling To help NRPs deal with the doubt/uncertainty over paternity. Service would provide the NRP with the knowledge of how to go about confirming their paternity. na	na Social marketing Advertising campaign to promote the benefits of providing child	na Parenting classes For NRP to understand their role and responsibilities to provide

Insights i.e. what the research has told us about abdicators	Intervention(s) i.e. what the insight suggests we should do			
	Statutory Policy	Support	Communications	Advice
<i>child is always provided for regardless of their contributions and PWC family members will help if the PWC struggles</i>	child/ren. Policy to put compulsory arrangements in place like other countries.		maintenance and to both the NRP and the child. Heroing positive behaviours and how this impacts on the child's-NRP relationship in later life.	for their child/ren, regardless of help received from other family/friends.
Onus on PWC to make first move <i>Some NRPs believe that since the PWC has not asked for child maintenance they do want/need their financial help and therefore have no responsibilities</i>	na	na	Social marketing Advertising campaign to promote the role of the PWC to encourage NRP to provide an effective arrangement. To promote the responsibility of the NRP to provide child maintenance regardless of PWC attitude to child maintenance.	na

Driver 4: Affordability

Insights i.e. what the research has told us about abdicators	Intervention(s) i.e. what the insight suggests we should do			
	Statutory Policy	Support	Communications	Advice
<p>Financial struggle <i>PWCs struggle financially to provide for their child/ren and make personal sacrifices.</i></p>	na	<p>Mentoring To encourage PWC to feel more empowered and have the confidence to hold difficult conversations with NRP concerning child maintenance.</p>	na	<p>Financial planning advice To help PWCs manage their money and budget for associated bills on a low income. Online/telephone advice Advice and information for PWCs to manage their expectations concerning their child maintenance entitlements from the NRP through the statutory process. Provided by a third party organisation. Signposted through Options service and other third party organisations.</p>
<p>Can't afford child maintenance <i>For some NRPs they know they have a responsibility to provide child maintenance but other circumstances prevent them from providing. For example they are currently unemployed/self employed and struggle to provide for own living arrangements and can't afford child maintenance payments</i></p>	<p>Enforcement Statutory policy to ensure NRPs set-up an appropriate support for their child/ren in line with their income. Policy to put compulsory arrangements in place.</p>	<p>Mentoring To make NRPs aware of their responsibilities and to encourage them to prioritise child maintenance over other everyday circumstances in their life. Networking/exchange for NRPs Opportunity to learn from peers and why they choose to pay child maintenance and make personal sacrifices to do so.</p>	<p>Social marketing Advertising campaign to hero positive behaviour and to promote the benefits of payment of child maintenance.</p>	<p>Financial planning advice To help NRPs budget for child maintenance and to assist NRPs to consider all of their outgoings and to prioritise child maintenance amongst these outgoings.</p>

Insights i.e. what the research has told us about abdicators	Intervention(s) i.e. what the insight suggests we should do			
	Statutory Policy	Support	Communications	Advice
<p>Prioritise own personal needs over child maintenance <i>Most NRPs talk about needing to earn so much income to be able to survive and then they would provide child maintenance. Other NRPs prioritise the needs of their new relationship/new children above those of his previous relationship and child/ren</i></p>	na	na	<p>Social marketing Advertising campaign to hero positive behaviour and to promote the benefits of payment of child maintenance.</p>	<p>Financial planning advice To help NRPs budget for child maintenance and to assist NRPs to consider all of their outgoings and to prioritise child maintenance amongst these outgoings.</p>
<p>Money management* <i>For some PWCs they had limited knowledge on how to budget on a low income</i></p> <p><i>*this will not encourage a child maintenance arrangement to be put in place but will assist PWCs to try to manage within their current financial constraints</i></p>	na	<p>Networking/exchange for PWCs Opportunity to learn from peers about how to manage payment of weekly and monthly bills alongside providing for their child/ren. Learn from their peers regarding cost saving ideas and attend training sessions for how to manage bringing up children on a low income.</p>	<p>Social marketing Advertising campaign to promote the networking facility and the financial planning advice available for PWCs.</p>	<p>Financial planning advice To help PWCs manage their income and budget for household bills.</p>
<p>Perceived inequalities in parental income <i>The financial status of the PWC can adversely impact NRP support behaviour</i></p>	na	<p>Counselling service To help NRPs deal with their view on the perceived inequalities in parental income focusing on the benefits of providing for your child/ren</p>	<p>Social marketing Advertising campaign to promote counselling services for NRPs and to promote the benefits of formalised arrangements between parents, regardless of perceived inequalities.</p>	na

Insights i.e. what the research has told us about abdicators	Intervention(s) i.e. what the insight suggests we should do			
	Statutory Policy	Support	Communications	Advice
Settlement <i>NRP did not take anything at time of break-up and believes this goes towards no payment of child maintenance</i>	na	Mediation To help parents discuss child maintenance contributions and to find a suitable outcome that takes into account settlements.	Social marketing Advertising campaign to promote mediation service and the non-conflict legal advice.	Non-conflict legal advice Free legal advice to encourage an arrangement but not to cause conflict between parents.

Driver 5: Intentions

Insights i.e. what the research has told us about abdicators	Intervention(s) i.e. what the insight suggests we should do			
	Statutory Policy	Support	Communications	Advice
<p>NRP promises don't come to fruition <i>For some PWCs the NRPs promise support but never provide it.</i></p>	<p>Enforcement Statutory policy to ensure NRPs set-up an appropriate support for their child/ren. Policy to put compulsory arrangements in place.</p>	na	<p>Social marketing Advertising campaign to hero positive behaviour and to promote the benefits of payment of child maintenance and the NRP-child relationship.</p>	na
<p>Involve CSA <i>Some PWCs were considering contacting the CSA but had not yet been motivated to do so. Most NRPs consider the CSA to be on the side of the PWC</i></p>	na	na	<p>Social marketing To dispel the negative attitudes towards CSA service and promote it as a first port of call for information and advice.</p>	na
<p>Initiate contact with child <i>Some NRPs would like to initiate contact with child but haven't.</i></p>	na	<p>Mediation To help parents discuss contact and assist them to put the first steps in place, with the view of minimising the impact on the child.</p>	na	<p>Parenting classes For NRP to understand their role with their child now, even though they may not have been involved from birth.</p>
<p>To know their rights <i>Most parents are not aware of their rights and would like to be better informed.</i></p>	na	na	<p>Social marketing To promote the CSA/Options service as a first port of call for information and advice.</p>	<p>Knowing your rights Advice for separated parents to help them know their rights to assist them to put an arrangement in place. Prepared by Commission and delivered via leaflets through various third party support organisations and community parent groups.</p>

Controlling Behaviour

Driver 1: Relationships

Insights i.e. what the research has told us about controllers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
<p>PWC controls child access <i>PWC controls child access causing friction with NRP</i></p>	<p>Mentoring To encourage PWC to discuss child access with NRP and come to a mutual arrangement.</p> <p>Networking/exchange for PWCs & NRPs Opportunity to hear stories from other parents in similar situations and how they manage NRP-child contact.</p>	<p>Social marketing Advertising campaign to promote mentoring service and the networking facility those parents who are not engaged with the Options service.</p>	na
<p>Lack of trust <i>Some NRPs do not trust the PWC and believe they would use the child maintenance contributions to improve their personal lifestyle instead of providing for the child/ren</i></p>	<p>Mediation To deal with the underlying trust issues between the NRP and PWC</p> <p>Development of a contract To help parents negotiate how child maintenance should be spent and to provide NRPs with proof of purchase e.g. receipts etc</p>	<p>Social marketing Advertising campaign to promote the mediation service for parents.</p> <p>Campaign with school children Incorporating information within Personal, Social and Health Education (PSHE) classes to educate teenagers on the costs associated with raising a child.</p>	<p>How much it costs to raise a child General information for separated parents to make them aware of the cost of raising a child. To ensure they have an accurate understanding of the costs involved.</p>
<p>Negative PWC behaviour <i>PWC considered to be 'unreliable'/having anti-social behaviour issues</i></p>	<p>Counselling service To help family members deal with the outcomes of PWC anti-social behaviour, for e.g. addictions support group for family.</p> <p>Mediation To deal with underlying trust issues working towards building a co-parenting relationship.</p> <p>Development of a contract To help parents negotiate how child maintenance should be spent and to provide NRPs with proof of purchase</p>	<p>Social marketing Advertising campaign to promote counselling services available for the family.</p>	na

Insights i.e. what the research has told us about controllers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
NRP-child contact reduced <i>NRPs experience reduced contact time with child/ren compared to level of contact they had when they lived with the family – experience a loss of previous parenting role</i>	<p>Counselling service To help family members deal with the change in parenting roles and to come to satisfactory arrangement for all involved.</p> <p>Mentoring To help NRP discuss the changes in his parental role and discuss ways to become more involved/play a greater role in their child/ren's life.</p>	<p>Social marketing Advertising campaign to promote counselling and mentoring services available for the family.</p>	<p>How to deal with your new parenting role Advice for NRPs on how to deal with the sense of loss they experience at time of separation and what steps they can take to become more involved in their child/ren's life.</p>
Conflict <i>NRPs questioning of how PWCs spend child maintenance can result in arguments between parents</i>	<p>Development of a contract To help parents negotiate how child maintenance should be spent and to provide NRPs with proof of purchase e.g. receipts etc</p> <p>Mentoring To encourage the NRP to consider how their control of the child maintenance arrangement may be damaging their co-parenting relationship with the PWC and how this could be rectified by putting an arrangement in place that meets both parents requirements.</p>	<p>Social marketing Advertising campaign to hero positive behaviour from separated parents and how this impacts on the child/ren.</p>	<p>How much it costs to raise a child General information for separated parents to make them aware of the cost of raising a child. To ensure they have an accurate understanding of the costs involved.</p>
Preservation of parental bond through child maintenance <i>NRP desires recognition of child maintenance by the child</i>	<p>Mediation To help parents to discuss provision of child maintenance and agree the best way to ensure the child/ren recognises the support they receive from the NRP.</p> <p>Networking/exchange for NRPs Opportunity to hear stories from other NRPs in similar situations and how they manage to ensure that the child/ren is/are aware of the support provided by them.</p>	<p>Social marketing Advertising campaign to hero positive behaviour from separated parents and how this impacts on the child/ren.</p>	na

Driver 2: Emotions

Insights i.e. what the research has told us about controllers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
<p>Frustration <i>NRP feels frustrated in response to perception of PWC controlling child access</i></p>	<p>Mentoring To encourage NRP to discuss child access with PWC and come to a mutual arrangement.</p> <p>Mediation To help parents to discuss child access and agree arrangements without causing conflict.</p> <p>Networking/exchange for PWCs & NRPs Opportunity to hear stories from other parents in similar situations and how they manage NRP-child contact.</p>	<p>Social marketing Advertising campaign to promote mentoring and mediation support for those parents who are not engaged with the Options service.</p>	na
<p>Upset and hostile <i>NRP is upset and is hostile towards PWC</i></p>	<p>Counselling service To help NRPs deal with their emotions at the time of separation and their experience of loss of contact with child/ren.</p> <p>Networking/exchange for NRPs Opportunity to hear stories and voice their experience. Learn from their peers and find out about coping mechanisms being used by other parents to alleviate the sense of loss and how they maintain contact with their child/ren.</p>	<p>Social marketing Advertising campaign to promote the networking facility and counselling service for NRPs.</p>	na
<p>Guilt/Worry <i>Feelings of guilt/worry about impact of separation on children.</i></p>	<p>Managing the impact on children Support for parents to help children deal with the emotions of a separation and to alleviate feelings of guilt.</p>	<p>Social marketing Advertising campaign to hero positive behaviour from separated parents and how this impacts on the child/ren.</p>	<p>How to minimise impact of a separation on children Advice to separated parents on how to minimise impact on children and support organisations who can help parents to deal with this situation. Prepared by Commission and delivered via leaflets through various third party support organisations and community parent groups.</p>

Insights i.e. what the research has told us about controllers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
Anger <i>NRP gets angry when PWC suggests approaching the CSA or restricts access to child/ren</i>	Mentoring How NRPs can channel their anger and exhibit more positive behaviours towards the PWC and child/ren. Understanding why they feel angry and looking beyond this anger towards their ideal scenario. Helping NRP to workout next steps for them to reach a more satisfactory agreement.	Social marketing To dispel the negative attitudes towards CSA service and promote it as a first port of call for information and advice.	Anger management Advice for parents to deal with their anger and how to manage this anger to ensure it does not negatively impact on child maintenance arrangements. Prepared by Commission and delivered via leaflets through various third party support organisations and community parent groups.
Happy/content <i>NRPs are happy and content with the support arrangement in place and are of the view that they have no requirement for the CSA or any further information</i>	na	Social marketing To dispel the negative attitudes towards CSA service and promote it as a first port of call for information and advice. Also to promote the benefits of positive child maintenance behaviour where both parents are happy with arrangements and how this impacts on the child/ren.	na

Driver 3: Attitudes, beliefs and values

Insights i.e. what the research has told us about controllers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
<p>NRP aware of their responsibilities <i>NRPs are aware of their responsibility to provide for their children and believe that their child/ren should not suffer as a result of the separation</i></p>	na	<p>Social marketing Advertising campaign to hero positive behaviour and the benefits of providing child maintenance.</p>	<p>Knowing your responsibilities Advice for NRPs to help them know their responsibilities. Providing them with the confidence to initiate discussions and to minimise conflict within discussions. Prepared by Commission and delivered via leaflets through various third party support organisations and community parent groups.</p>
<p>Requirement for privacy <i>NRPs believe that child maintenance arrangements are a private matter that should only be talked about between parents.</i></p>		<p>Social marketing To dispel the negative attitudes towards CSA service and promote it as a first port of call for information and advice. Highlighting confidentiality for those who contact.</p>	na
<p>CSA Bias towards PWC <i>NRP believes that the CSA is biased towards the PWC</i></p>	na	<p>Social marketing To dispel the negative attitudes towards CSA service and promote it as a first port of call for information and advice for NRPs.</p>	na
<p>Financial responsibility <i>NRPs believe they have a financial responsibility to the child/ren but not to the PWC</i></p>		<p>Social marketing Advertising campaign to hero positive behaviour from separated parents and how this impacts on the child/ren.</p>	<p>How much it costs to raise a child General information for separated parents to make them aware of the cost of raising a child. To ensure they have an accurate understanding of the costs involved.</p> <p>Non-conflict legal advice Free legal advice to encourage an arrangement but not to cause conflict between parents</p>

Driver 4: Affordability

Insights i.e. what the research has told us about controllers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
<p>Financial struggle <i>NRPs struggle financially and therefore control how much they pay - for some they view this as giving as much as they can afford</i></p>	<p>Mediation To encourage parents to openly discuss their financial situation and to have the confidence to hold difficult conversations with each other concerning child maintenance</p> <p>Third party assessment of individual finances Confidential assessment of individual finances and an unbiased calculation of child maintenance. This will aid to make the parent fully aware of what they should be receiving/what they should be providing and should manage their expectations.</p>	<p>Social marketing To promote mediation service and the financial planning advice available to all parents.</p>	<p>Financial planning advice To help PWCs manage their money and budget for associated bills on a low income. To help NRPs find solutions to providing child maintenance on low income.</p> <p>Online/telephone advice Advice and information for NRPs to manage their expectations concerning what they are required to provide through the statutory process. Provided by a third party organisation. Signposted through Options service and other third party organisations.</p>
<p>Preference to buy rather than pay <i>NRP likes to have a direct influence over how money is spent</i></p>	<p>Mediation service To help parents to openly discuss child maintenance arrangements and agree a suitable arrangement.</p> <p>Development of a contract To help parents negotiate how child maintenance should be spent and to provide NRPs with proof of purchase e.g. receipts etc to provide them with more confidence in how their money is spent.</p> <p>Networking/exchange for NRPs Opportunity to hear stories from other NRPs with similar views and to hear positive stories with learning points on how they can overcome these difficulties and the need to buy rather than pay.</p>	<p>Social marketing Advertising campaign to promote all of the services available and emphasise the actual cost of raising a child.</p>	<p>Financial planning advice To help NRPs manage their money and budget for associated bills on a low income and to help them find solutions to providing child maintenance on low income.</p> <p>Non-conflict legal advice Free legal advice to encourage an arrangement but not to cause conflict between parents.</p> <p>How much it costs to raise a child General information for separated parents to make them aware of the cost of raising a child. To ensure they have an accurate understanding of the costs involved.</p>

Insights i.e. what the research has told us about controllers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
Settlement <i>NRP dealt with the debt associated with the break-up and believes this goes towards his overall contributions of child maintenance</i>	Mediation To help parents discuss child maintenance contributions and to find a suitable outcome that takes into account settlements.	Social marketing Advertising campaign to promote mediation service, financial planning advice and non-conflict legal advice.	Financial planning advice To help NRPs manage their money and budget for associated bills on a low income and to help them find solutions to providing child maintenance on low income. Non-conflict legal advice Free legal advice to encourage an arrangement but not to cause conflict between parents.
Personal sacrifice <i>A few NRPs stay with family and friends so they can save some money to provide for their child/ren</i>	na	Social marketing Advertising campaign to hero positive behaviours, the benefits of providing child maintenance and the impact on the child.	Financial planning advice To help NRPs manage their money and budget for associated bills on a low income and to hep them find solutions to providing child maintenance on low income.

Driver 5: Intentions

Insights i.e. what the research has told us about controllers	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
<p>To initiate contact with a support organisation <i>A few NRPs expressed a need or desire to seek help from an external support organisation but never did</i></p>	<p>Mentoring To encourage NRP to have the confidence to seek support from an external organisation regarding their child maintenance rights</p>	<p>Social marketing Advertising campaign to promote where to source relevant information and signposting to appropriate support organisations. Also to promote mentoring service and the non-conflict legal advice.</p>	<p>Non-conflict legal advice Free legal advice to encourage an arrangement but not to cause conflict between parents.</p>
<p>CSA not an option <i>NRPs are adamant that they would not contribute through the CSA</i></p>	na	<p>Social marketing To dispel the negative attitudes towards CSA service and promote it as a first port of call for information and advice.</p>	na
<p>Maintain situation <i>NRPs are willing to provide child maintenance and wants to maintain the current situation</i></p>	<p>Mentoring To encourage NRPs to recognise the impact on co-parenting relationship and the benefits of working better with the PWC to reach an arrangement that meets everyone's needs.</p>	<p>Social marketing Advertising campaign to hero positive behaviour from separated parents and how this impacts on the child/ren.</p>	<p>How much it costs to raise a child General information for NRPs to make them aware of the cost of raising a child. To ensure they have an accurate understanding of the costs involved.</p>
<p>Pay more <i>Some NRPs would like to be able to pay more when they get more permanent work.</i></p>	na	<p>Social marketing Advertising campaign to hero positive behaviour and the benefits of providing child maintenance and the impact on the child/ren.</p>	<p>Financial planning advice To help PWCs manage their money and budget for associated bills on a low income. To hep NRPs find solutions to providing child maintenance on low income.</p>

Accepting Behaviour

Driver 1: Relationships

Insights i.e. what the research has told us about acceptors	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
PWC/NRP contact <i>PWC limited/no contact with NRP</i>	Trace facility To identify whereabouts of NRP. Service to be delivered by a new organisation and provided free of charge. Mentoring To empower PWC to pursue NRP for an arrangement and to provide them with the tools to initiate difficult discussions. Provided by a third party organisation. Advertised through a communication campaign. Mediation For parents with limited contact to help them deal with building a co-parenting relationship.	Advertising campaign To promote the Trace facility and additional support to help reintroduce parents. Developed by the Commission and delivered through TV, Radio and bill board channels.	na
Negative NRP behaviour <i>NRP considered by PWC to be 'unreliable'/having anti-social behaviour issues – most PWCs had a sense of relief at time of separation</i>	Counselling service To help family members deal with the outcomes of NRP anti-social behaviour e.g. addiction support group for family. Provided by a third party organisation that can provide counselling services. Signposted through Options service and advertised through a campaign. Mediation To deal with underlying trust issues working towards building a co-parenting relationship.	Social marketing Advertising campaign to promote counselling and mediation services available for the family.	na
NRP contact not wanted <i>NRP contact may not be wanted by PWC due to violence, alcohol/drug abuse</i>	Enforcement Statutory policy to ensure child maintenance support is set-up for the child/ren which still protects PWC and children who do not want NRP contact.	na	na

Insights i.e. what the research has told us about acceptors	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
	<p>Counselling service To help PWCs and child/ren to deal with their past and to instil confidence for them to initiate child maintenance arrangements through the statutory policy route.</p>		
<p>NRP re-partners <i>Influence of NRP new partner results in deterioration of co-parent relationship</i></p>	<p>Networking/exchange for PWCs & NRPs Opportunity to hear stories from other parents in similar situations and how they manage the influence of a new partner.</p> <p>Mentoring To encourage PWC to feel more empowered and confident to approach NRP and hold difficult conversations to discuss their roles as co-parents.</p>	<p>Social marketing Advertising campaign to promote the networking facility and mentoring service for PWCs.</p>	<p>Parenting classes For NRP to understand their role with their child.</p>
<p>Child/ren act as arrangement broker <i>Some children deal directly with the NRP for child maintenance bypassing the PWC. This is particularly successful when NRP/PWC relationship is fraught</i></p>	<p>Networking/exchange for PWCs & NRPs Opportunity to hear stories from other parents in similar situations and how they manage the direct involvement of the child.</p>	<p>Social marketing Advertising campaign to promote the networking facility.</p>	<p>The role of the child Advice to separated parents and children about how the child can help assist arrangements and best practice when this process is implemented. Prepared by Commission and delivered via leaflets through various third party support organisations and community parent groups.</p>

Driver 2: Emotions

Insights i.e. what the research has told us about acceptors	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
<p>Angry/frustrated <i>PWC feels frustrated and angry towards NRPs lack of child maintenance support/irregular support</i></p>	<p>Networking/exchange for PWCs Opportunity to hear stories from other parents in similar situations and what steps they have taken. Good signposting facility. Forum to receive advice information and to hear from different support organisations that can provide further support.</p> <p>Mentoring To encourage PWC to deal with their frustrations and anger and minimise the risk of negatively impacting existing arrangements.</p>	<p>Social marketing Advertising campaign to promote the networking facility.</p>	<p>na</p>
<p>Fear <i>PWC is fearful of the consequences of trying to change arrangements and in particular the potential negative impact that it may have on NRP-child contact</i></p>	<p>Mentoring To encourage PWC to feel more empowered and have the confidence to hold difficult conversations.</p> <p>Negotiation skills Support for PWCs to empower them to discuss child maintenance arrangements with NRP and manage their reaction appropriately and impact on NRP-child contact.</p>	<p>Social marketing Advertising campaign to promote mentoring and mediation service for separated parents.</p>	<p>na</p>
<p>Emotionally exhausted <i>PWC is emotionally exhausted and stressed. For some PWCs, previously failed attempts to make a successful arrangement have made them give up</i></p>	<p>Counselling service To help PWC deal with their emotions and concentrate on agreeing an appropriate child maintenance arrangement for everyone, not just accepting what is being offered by NRP.</p>	<p>Social marketing Advertising campaign to promote the networking facility and counselling service for PWCs. Also to promote the importance of obtaining the right arrangement for the child.</p>	<p>Helpline Advice for newly separated parents on practical things like housing and finances to ease stress of everyday life. Provided by a third party organisation. Signposted through Options service and other third party organisations.</p>

Insights i.e. what the research has told us about acceptors	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
	Networking/exchange for PWCs Opportunity to hear stories and voice their experience. Learn from their peers and find out about coping mechanisms being used by other parents to alleviate the stress and exhaustion experienced.		
Proud <i>Some PWCs were too proud to contact the NRP who had walked out on them.</i>	Networking/exchange for PWCs Opportunity to hear stories from other parents in similar situations and what steps they have taken. Positive stories of how NRP involvement has helped. Good signposting facility. Forum to receive advice/information and to hear from different support organisations that can provide further support.	Social marketing Advertising campaign to promote benefits of NRP involvement for the child and the importance of establishing a co-parenting relationship and to promote the networking facility.	na
Controlled <i>PWC feels controlled by the NRP</i>	Mentoring To encourage PWC to feel more empowered and confident to hold difficult conversations. Negotiation skills Support for PWCs to empower them to discuss child maintenance arrangements with NRP.	Social marketing Advertising campaign to promote mentoring and negotiation service for separated parents.	Knowing your rights Advice for PWCs to help them know their rights to assist them to negotiate a better arrangement. Providing them with the confidence to initiate discussions and to minimise conflict within discussions. Prepared by Commission and delivered via leaflets through various third party support organisations and community parent groups.

Insights i.e. what the research has told us about acceptors	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
Worried about impact on children <i>Worried about impact of separation on children.</i>	Managing the impact on children Support for parents to help children deal with the emotions of a separation and to alleviate feelings of guilt.	Social marketing Advertising campaign to hero positive behaviour from separated parents and how this impacts on the child/ren.	How to minimise impact of a separation on children Advice to separated parents on how to minimise impact on children and support organisations who can help parents and children to deal with this situation. Prepared by Commission and delivered via leaflets through various third party support organisations and community parent groups.

Driver 3: Attitudes, beliefs and values

Insights i.e. what the research has told us about acceptors	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
NRP should be aware of their responsibilities <i>PWC believes the NRP should be aware of their responsibilities to provide child maintenance arrangements</i>	na	Social marketing Advertising campaign to hero positive behaviour and the benefits of providing child maintenance.	na
PWCs role as child maintenance seeker <i>Some PWCs did not believe they had a role in encouraging NRPs to contribute</i>	Mentoring To make PWCs aware of their role to encourage NRPs and to provide PWCs with the tools to help them feel more empowered and have the confidence to hold difficult conversations.	Social marketing Advertising campaign to promote the important role of the PWC to encourage NRP to provide an effective arrangement.	na
PWC is self-reliant <i>PWCs believes that no-one can help them and they are proud of their self-reliance</i>	na	Social marketing Advertising campaign to promote where to source relevant information and signposting to appropriate support organisations.	Helpline Advice for PWCs on practical things like housing and finances to ease stress of everyday life and communicate that there is support available from external organisations.
Child maintenance not a priority <i>For some PWCs they have so many other challenges in their life that child maintenance is not regarded to be a priority for them, more of a hassle</i>	Networking/exchange for PWCs Opportunity to learn from peers and how the involvement of the NRP has benefited their position and the child.	Social marketing Advertising campaign to promote the benefits of receiving child maintenance and where to source relevant information.	Helpline Advice for PWCs on practical things like housing and finances to ease stress of everyday life and communicate that there is support available from external organisations.

Driver 4: Affordability

Insights i.e. what the research has told us about acceptors	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
Financial struggle <i>PWCs struggle financially to provide for their child/ren</i>	Mentoring To encourage PWC to feel more empowered and have the confidence to hold difficult conversations with NRP concerning child maintenance.	na	Financial planning advice To help PWCs manage their money and budget for associated bills on a low income. Online/telephone advice Advice and information for PWCs to manage their expectations concerning their child maintenance entitlements from the NRP through the statutory process. Provided by a third party organisation. Signposted through Options service and other third party organisations.
Personal sacrifices <i>For some PWCs they have made personal sacrifices to provide sufficiently for their child/ren and instead of sometimes seeking support/more support from the NRP</i>	Negotiation skills Support for PWCs to empower them to discuss child maintenance arrangements with NRP.	Social marketing Advertising campaign to promote the benefits of receiving child maintenance and where to source relevant information.	Financial planning advice To help PWCs manage their money and budget for associated bills on a low income.
Debt management <i>This is a difficult issue. Where debt had been accumulated – usually due to NRP's negative lifestyle (i.e. drinking/gambling) PWC is left to manage the payment of this debt.</i>	Mentoring To encourage PWC to feel more empowered and have the confidence to hold difficult conversations with NRP concerning the debt accumulated.	Social marketing Advertising campaign to promote the various support services that are available to help PWCs and where to source relevant information.	Financial planning advice To help parents deal with debt and manage living on a low budget. Non-conflict legal advice Free legal advice to encourage PWC to seek an arrangement and to consider ways to share the payment of debt by both parents.

Driver 5: Intentions

Insights i.e. what the research has told us about acceptors	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
<p>Discuss child maintenance contributions <i>PWCs intend to discuss child maintenance arrangements but previous failed attempts act as a deterrent</i></p>	<p>Counselling One to one with PWC to help them deal with their various emotions and to help them establish what they believe an effective arrangement looks like.</p> <p>Mediation As a follow-on, mediation to encourage parents to discuss child maintenance arrangements and to aid the implementation of an effective support arrangement.</p> <p>Negotiation skills Support for PWCs to empower them to discuss child maintenance arrangements with NRPs.</p>	<p>Social marketing Advertising campaign to promote counselling, mediation and negotiation services.</p>	na
<p>NRP promises don't come to fruition <i>For some PWCs the NRPs promise support but never provide it</i></p>	<p>Enforcement Statutory policy to ensure NRPs set-up an appropriate support arrangement for their child/ren. Policy to put compulsory arrangements in place.</p>	<p>Social marketing Advertising campaign to hero positive behaviour and to promote the benefits of payment of child maintenance and the NRP-child relationship.</p>	na
<p>Involve CSA as a last resort <i>Some PWCs were considering contacting the CSA as a last resort but had not yet been motivated to do so</i></p>	na	<p>Social marketing To dispel the negative attitudes towards CSA service and promote it as a first port of call for information and advice.</p>	na
<p>To know their rights <i>Most PWCs were not aware of their rights and would like to be better informed</i></p>	na	<p>Social marketing To promote the CSA/Options service as a first port of call for information and advice.</p>	<p>Knowing your rights Advice for separated parents to help them know their rights to assist them to put an arrangement in place. Prepared by Commission and delivered via leaflets through various third party support organisations and community parent groups.</p>

Insights i.e. what the research has told us about acceptors	Intervention(s) i.e. what the insight suggests we should do		
	Support	Communications	Advice
Seek support <i>Some PWCs express a desire to seek help from an external support organisation to instigate a child maintenance arrangement</i>	Mentoring To encourage PWC to have the confidence to seek support from an external organisation and to start a formal process to put an arrangement in place with the NRP.	Social marketing Advertising campaign to promote mentoring service and the non-conflict legal advice.	Non-conflict legal advice Free legal advice to encourage an arrangement but not to cause conflict between parents.

PART 6: RESEARCH TOOLS

This section presents all research instruments used at all stages of the study.

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Government Stakeholder Topic Guide

Background and introduction

We have been commissioned by the Child Maintenance and Enforcement Commission to undertake a programme of research with parents living apart who have no child maintenance arrangement in place. The aim is to identify how, they can be positively encouraged/influenced to change this behaviour and put in place an arrangement.

We would like to consult with a number of key government stakeholders to discuss the behaviour change models and approaches used in guiding efforts to change citizen behaviour across Government. Your name was proposed as a key contact in this area. Would you be able to spare approximately 30 minutes to talk about your experiences?

- Firstly, please describe your involvement in drafting and/or implementing policies to change behaviour? Prompt for: role, name of projects, level of input, outcomes etc
- Thinking about your specific experience of behaviour change projects in the area of <insert as appropriate, transport, health, pension etc>
- What was the specific behaviour you were targeting to change with your work? (probe for whether any elements of trying to change behaviour to benefit a third party as well as individual and society level)
- How did you identify which models were appropriate for your project/task?
- Which model/s were then selected as relevant for your target audience?
- What steps did you take to ensure the models and theories selected were relevant to your target audience, e.g. what (if any) research did you undertake with your target audience to validate your approach? Who did you speak to and who else did you work with?
- How did you test the effectiveness of these models?
- How did you develop behaviour change interventions, and communications activity?
- What were the interventions, e.g. products and/or services to encourage behaviour change/communication campaigns? Were these different for different groups – in what ways and which groups?
- How were these interventions tested?
- What impact did the selected (or developed) behaviour change model have on your communications channel planning and the messaging content?

I would now like to look at the effectiveness of your interventions and how we can learn from your experiences to improve our process.

- What measurement criteria did you put in place, (e.g. bespoke KPI's) to determine the effectiveness of your behaviour change initiatives?

- Did you use response based communications to encourage target audience participation? If so, what did you learn from responses?
- Were you able to use any of your measurement information to inform refinements to either your interventions or your communications? If so could you give me an example?
- Looking back, would you make any changes/do anything different?
- Is there anything else you feel would be useful to note at this stage?

Thank and close.

Representative Body Topic Guide

Background and introduction

We have been commissioned by the Child Maintenance and Enforcement Commission to undertake a study to understand more about parents living apart who have no child maintenance arrangement in place. A key focus of this research is to identify how these parents can be positively encouraged and influenced to put in place and maintain an effective arrangement.

We value your contribution to this study as your experiences of working with the population of interest will bring significant insight to the research. Have you undertaken/plan to undertake similar research in this area?

Background information

Firstly, I would like to ask you a few background questions about you and your organisation.

1. Please provide some background information on your organisation?
2. What is your role and responsibilities within this organisation?
3. To what extent does your organisation work in partnership with other organisations to support separated, separating or lone parents?

Interaction with separated parents and services provided

The focus of this study is parents who are either the parent/person who lives in the same household as the child/ren i.e. the parent with care (PWC) or the parent who lives in a separate household from the child/ren i.e. the non-resident parent (NRP). I would like you to talk about your organisation's interaction with parents with care (PWCs) and non-resident parents (NRPs):

4. At what stage of separation does your organisation usually come in contact with separated parents? Does the stage vary? If yes – why? Prompts: Do PWCs contact you at specific times, Do NRPs contact you at specific times. Is it related to the type of help/service PWCs/NRPs need? Other reasons?
5. Is your organisation mainly in contact with PWCs/NRPs or equal contact with both?
6. Do you maintain contact with these individuals?
7. If yes, prompt: How? How often? Are they put on a database? On a mailing list and receive regular information?
8. If no, Why not? prompt: signpost service only, PWC/NRP does not want further contact/help etc.
9. What type of assistance do you provide? Prompt: do you provide information/signpost on, provide advice, relationship counselling (by phone/e-mail), relationship skills workshops (couples, parenting skills) etc?
10. And what type of services do PWCs/NRPs use/look for from your organisation?
11. Is there a difference between PWCs and NRPs in terms of types of services requested from your organisation? Prompt for NRP/PWC differences for use of relationship counselling by phone/e-mail and attendance at relationship skills workshops.

Understanding the population

12. Thinking about the type of parents your organisation is in regular contact with, are you aware of any common characteristics amongst PWCs? And what about NRPs? Prompt areas: level of income, source of income, past and current relationship with ex-partner, contact with child, re-partnering, other organisations they interact with etc.
13. What are the common problems NRPs/PWCs come to you with? And are you equipped to help them?
14. When PWCs/NRPs approach you for counselling what are the common problems NRPs/PWCs come to you with? Prompt: Relationships/financial advice/contact with children/parenting etc. Establish differences by PWCs/NRPs.
15. Do they approach you to help with any aspect of child maintenance arrangements?
16. What kinds of difficulties regarding child maintenance is your organisation asked to help with? Are these differences for PWCs and NRPs? Prompt areas: affordability of child maintenance payment, past and current relationships problems, child access, re-partnering etc. And are you equipped to help them?

17. In your experiences are there any common difficulties in arranging child maintenance? Are these different for PWCs and NRPs? Prompt areas: affordability of child maintenance payment, past and current relationships problems, child access, re-partnering etc.
18. Are you aware of any common attitudes amongst PWCs/NRPs who do not have a child maintenance arrangement in place (anecdotal evidence from their interaction with a range of PWCs and NRPs)? Prompt areas: no sense of responsibility, no access no payment, NRP can't afford child maintenance, influence of others.

Barriers facing PWCs and NRPs in arranging child maintenance

I would now like to discuss your views on any barriers or difficulties that may be facing PWCs and NRPs that prevents them from putting a child maintenance arrangement in place (either statutory or private). If we could think about PWCs first...

19. In your opinion what are the main barriers facing PWCs that prevents them from putting a child maintenance arrangement in place? Prompt areas: lack of information, lack of desire to do so, lack of support (emotionally, practical), emotions being experienced toward their situation (anger, fear, apathy etc.) And what are the main barriers facing PWCs that prevents them from moving from an ineffective arrangement to an effective arrangement?
20. Does your organisation do any work/provide services to help separated parents deal with these barriers? Do you have any ideas about what parents need to help them in the situations we have talked about? And are you equipped to help them?
21. In your opinion what assistance/help is needed to encourage PWCs to put an effective child maintenance arrangement in place? Prompt: type of support/information etc.
22. Do you see your organisation having a role in working with PWCs on child maintenance arrangements going forward? If so – how?
 - Provision of information and support – online, telephone and f2f
 - Provision of counselling/therapeutic services
 - Provision of a range of workshops – separating parents, workshops for couples etc

Now thinking about NRPs....

23. In your opinion what are the main barriers facing NRPs that prevents them from putting a child maintenance arrangement in place? Prompt areas: lack of information, lack of desire to do so, lack of support (emotionally, practical). And what are the main barriers facing NRPs that prevents them from moving from an ineffective arrangement to an effective arrangement?
24. Does your organisation do any work/provide services to help separated parents deal with these barriers? Do you have any ideas about what parents need to help them in the situations we have talked about?
25. In your opinion what assistance/help is needed to encourage NRPs to put an effective child maintenance arrangement in place? Prompt: type of support/information etc.
26. Do you see your organisation having a role in working with NRPs on child maintenance arrangements going forward? If so – how?
 - Provision of information and support – online, telephone and f2f
 - Provision of counselling/therapeutic services
 - Provision of a range of workshops – separating parents, workshops for couples etc

Conclusion

27. Is there anything else you feel would be useful to note at this stage?
28. This project is ongoing until Oct 2009; the primary research may identify a number of areas that we would wish to discuss further with you at a later stage, would you be willing to be contacted again?

Thank and close

Recruitment Questionnaire

Group definitions

Definitions for the proposed groups are linked to Q13 which asks respondents if they have any of the items listed in the table below in place for supporting their children. Broadly speaking, Group 1 have no forms of support in place for their children, Group 2 have some form of support in place excluding shared care and regular agreed exchange of money for a child/ren and Group 3 have a regular agreed exchange of money and/or shared care arrangements in place for a child/ren.

		Yes	No
A	Regular agreed payments at a set level specifically for the child/ren	1	2
B	Support in other ways such as help with bills, irregular payments specifically for the children, ad hoc childcare, clothes, birthday presents, activities/outings, food, toys/games/books.	1	2
C	Shared childcare where the child/children stay with each parent on a 50/50 basis	1	2
If no to all = Group 1		Group 1	
If yes to B and no to A&C = Group 2		Group 2	
If yes to A and no to B&C = Group 3		Group 3	
If yes to A&B and no to C = Group 3			
If yes to all = Group 3			
If yes to B&C and no to A = Group 3			
If yes to A&C and no to B = Group 3			
If yes to C and no to A&B = Group 3			

Recruiter Script:

Good morning/afternoon/evening, my name is from PricewaterhouseCoopers (PwC). We have been asked to carry out a programme of independent research on behalf of the government about the type of financial or other arrangements people have in place to support their child/ren in separated families. The purpose of the research is to find out how parents who live apart from their child's other parent make these sorts of arrangements.

INTERVIEWER NOTE: PARENTS WHO LIVE APART AND SEPARATED PARENTS/FAMILIES CAN INCLUDE: DIVORCED OR SEPARATED PARENTS, PEOPLE WHO HAVE BEEN IN A RELATIONSHIP WITH THE OTHER PARENT BUT NEVER LIVED TOGETHER, PEOPLE WHO HAVE NEVER BEEN IN A RELATIONSHIP WITH THE OTHER PARENT

We are interested in speaking to parents who do not live together and who have arrangements in place to support their child/ren and also people who do not have arrangements in place to find out about their experiences.

If you fit these circumstances and choose to take part, any personal details and information you provide will be kept confidential at all times.

We will be setting up a series of detailed interviews with parents who are willing to help out with the research, either through a telephone call or face-to-face. The interview will last about 45 minutes and everyone who takes part will be given £30 as a thank you.

Q1. Do you or does anyone in your immediate family work for either the Child Maintenance and Enforcement Commission which includes the Child Support Agency or Child Maintenance Options?

INTERVIEWER NOTE: OPTIONS IS A TELEPHONE/WEB AND SOMETIMES FACE TO FACE SERVICE OFFERED TO DISCUSS THE CHOICES AVAILABLE AROUND CHILD MAINTENANCE. THE TELEPHONE SERVICE IS PROVIDED BY VENTURA.

Yes	1	Thank & close
No	2	Continue

Q2. Do you live in....?

London	1	Check quota
Newcastle	2	Check quota
Glasgow	3	Check quota
Cardiff	4	Check quota

Q3. Would you be interested in taking part in the research?

Yes	1	Continue
No	2	Thank & close

I'd like to ask a few questions about your child/ren and also your arrangements for them if that's OK? This information will be kept confidential and we will only use it to make sure we are talking to people with a wide variety of circumstances.

Q4. Do you have a child/children aged 16 or under?

Yes	1	Go to Q6
No	2	Continue

Q5. Do you have a child/children aged between 16 and 19 who is / are in full time education?

Yes	1	Continue
No	2	Thank & Close

Q6. Do you live permanently apart from the other parent?

INTERVIEWER NOTE: BY THIS WE MEAN PARENTS WHO ARE DIVORCED, SEPARATED OR NEVER LIVED TOGETHER.

Yes	1	Continue
No	2	Thank & Close

Q7. Are you the....

....parent/person who lives in the same house as the child/ren (PWC)	1	Check PWC quota
....parent who lives in a separate household the child/ren (NRP)	2	Check NRP quota

Q8. Are you in the process of setting up a child support arrangement through the CSA?

Yes	1	Thank & Close
No	2	Continue

Q9. Have you ever had a child support arrangement in place using the CSA?

Yes	1	Continue
No	2	Go to Q11

Q10. Was this CSA arrangement in place in the last three years?

Yes	1	Thank & Close
No	2	Continue

Q11. Are you in the process of setting up a child support arrangement through the courts?

Yes	1	Thank & Close
No	2	Continue

Q12. Do you have an arrangement in place for the support of your children that was made through the courts?

Yes	1	Thank & Close
No	2	Continue

Q13. Do you have any of the following types of support in place?

		Yes	No
A	Regular agreed payments at a set level specifically for the child/ren	1	2
B	Support in other ways such as help with bills, irregular payments specifically for the children, ad hoc childcare, clothes, birthday presents, activities/outings, food, toys/games/books.	1	2
C	Shared childcare where the child/ren stay with each parent on a 50/50 basis	1	2
If no to all = Group 1		Check quota Group 1	
If yes to B and no to A&C = Group 2		Check quota Group 2	
If yes to A and no to B&C = Group 3		Check quota Group 3	
If yes to A&B and no to C = Group 3			
If yes to all = Group 3			
If yes to B&C and no to A = Group 3			
If yes to A&C and no to B = Group 3			
If yes to C and no to A&B = Group 3			

Q14. Do you feel that the support arrangements that we have just discussed are right for you in your circumstances?

Yes, they are	Yes and No	No, not at all
1	2	3

Q15. How long have you been separated from the other parent/How long since the birth of the child (if not in a relationship)?

Less than 12 months	1	Check Quota
Between 1 to 5 years	2	Check Quota
Between 6 to 10 years	3	Check Quota
Over 10 years	4	Check Quota

Q16. Which of the following age groups do you belong to?

18-35	1	Check quota
36+	2	Check quota

Q18. Which of the following groups does your income fall into? SHOWCARD

Under £18,000	1	Check quotas
Over £18,000	2	

Q19. Record gender.

Male	1	Continue
Female	2	

Q20. Would you be willing to take part in a.....

.....face-to-face interview	1	Check quota Provide date, time and venue for depth
.....a telephone interview	2	Check quota Ask for contact details to schedule telephone depth

I declare that this interview has been carried out according to instructions and conducted within the MRS Code of Conduct. The respondent was not a family member or close friend. I understand that all information provided must remain confidential.

Date: _____

Signed _____

PWC/NRP Topic Guide

Moderator – interviewee introduction

- Introduce self, ask if interviewee is comfortable, requires any refreshments etc.
- Thank interviewee for participation.
- Explain background to the research:
 - Appointed by Child Maintenance and Enforcement Commission (in NI refer to the Child Maintenance and Enforcement Division);
 - About the type of arrangements separated parents have in place for their children;
 - Specifically want to talk to people who are separated/separating parents and by that we mean – people who have had children in a past relationship that ended in separation/divorce, or where the parents had a child/ren but never lived together or were not a couple;
 - Your views and those of other parents like you will be used to provide government with ideas on how they can help separated/separating parents to make arrangements; and
 - Any questions? Any concerns?
- Explain topics we would like to cover in the interview with their agreement:
 - Arrangements regarding the children (past, present & future);
 - Any support or help you have had or would have liked;
 - Some questions about your relationship with the other parent; and
 - Any issues you would like to cover – are you okay with that?
- Explain that we understand that some of these questions are quite personal, but they are important for us to ask. If they feel uncomfortable at any time during the interview, ask them to let you know.
- Permission to use tape recorder:
 - Assure interviewee of confidentiality;
 - Explain purpose of recording is to allow accurate recall and allow us to make notes; and
 - Tapes will never be shared with anyone outside PwC research team.
- Check again that interviewee is comfortable with everything that has been discussed and is ready to start interview.

Part A: Introduction

For the first few questions I would like to check some details with you about your children and the relationship with the other parent. That will help me understand which questions are relevant to you. Is that okay?

1. How many children do you have?
[NOTE: CHECK INTERVIEWEE IS HAPPY TO PROVIDE DETAIL BELOW]
Probe ages, sex and names of children (names will help with the interview)
2. Who do the children live with for the majority of the time at the moment?

3. *Interviewer note if more than one child ask:* Are they from more than one relationship?
4. Thinking back to when the child/ren was/were born, were you and the other parent living together as a couple or did you never live together?

[NOTE: PROBE TO UNDERSTAND WHICH OF THE FOLLOWING CATEGORIES INTERVIEWEE FALLS INTO]

- Previously married now separated or now divorced
 - Previously cohabited not married
 - Were a couple – but never lived together IF YES TO THIS OPTION THEN GO TO PART C OTHERWISE CONTINUE
 - Were never a couple or lived together – IF YES TO THIS OPTION THEN GO TO PART C OTHERWISE CONTINUE
5. How long have you been separated? When did it end?

Part B: Around the time of the break-up

I'd like to spend a bit of time now talking about the time of the break-up. I'd like to talk about the ending of the relationship, arrangements for the children and also to understand what else was happening in your life and how you felt about that – is that okay?

Introduce drawing exercise

Provide participant with a blank A4 page and ask them to draw the situation at that time and how they felt about it i.e. no use of words.

- How did you feel about what was going on for you at that time?
 - What about for the children? How were they feeling?
 - What about the other parent? How were they feeling?
 - Was there anyone else in your life at that time? How were they feeling?
6. So, thinking about the relationship, can I ask why it ended?
 - How did you feel about that (the relationship ending)?
 7. Around the time of the break-up what were the immediate changes for you?

Probes:

 - Change in relationship with child/ren, how did you feel about that?
 - Change in role as a parent, how did you feel about that?
 - Employment
 - Housing
 - Debts
 - Health
 8. Were any of these changes concerning you/worrying you more than others?

Thanks for that. I'd like to spend some time now talking about arrangements concerning the children – is that okay?
 9. Around the time of the break-up, what arrangements – if any – did you come toprobe each area below:

- **PWC:** About NRP seeing the children – how often, when, in what different ways (NRP visiting them – them visiting the NRP, staying over night, holidays only)?
 - **NRP:** About seeing the children – how often, when, in what different ways (visiting them – them visiting you, staying over night, holidays only)?
 - About child maintenance payments – If yes, how much and when? If did not agree a payment, why not?
 - About other financial arrangements – informal support/the house/debts, gifts, payment of bills/rent/mortgage, one-off settlement, payment in kind e.g. childcare etc, direct payment to child, ad hoc support etc?
 - About other child related matters e.g. education, health, others?
10. At that time what did you think your/the other parent's financial responsibilities to the child/ren were?
- IF MADE ARRANGEMENTS, ASK:*
11. Can you remember when you discussed/sorted out arrangements concerning the children?
- [NOTE: TRYING TO UNPICK IF ARRANGEMENTS DISCUSSED DURING SEPARATION, IMMEDIATELY AFTERWARDS OR FURTHER DOWN THE LINE.]
- If yes: What prompted you to hold this conversation with the other parent at this time?/Why did you think this was the right time?
12. Were any of these support arrangement put in writing?
- IF YESwhich ones? Why?
 - IF NOT ...which ones? Any reason why not put in writing? Would it be a good idea to put these arrangements in writing? Why?
- ASK ALL*
13. Can you explain how easy or difficult it was to talk with the other parent about making support arrangements for the children? ...(Probe each area in turn)
- For seeing the children
 - For child maintenance payments
 - Other financial arrangements (note which ones - be specific)
 - About other child related matters (note which ones - be specific)
 - Probe- PWCs/NRPs intention to talk with other parent and reasons why they did not
- 14.
- a) Around that time of the break-up, what other things would you say helped to make arrangements about the children?
 - b) Around that time of the break-up, what other things would you say made it more difficult to make arrangements about the children?
 - Did you have any practical matters on your mind at that time? (housing, income, employment other?)

- Were you motivated to sort anything out about the children? Probe: couldn't be bothered, seemed too hard to do, worried about consequences, needed help and don't know where to start.
- Were emotions playing any part at this time? Probe: degree of emotional effort involved in raising topics or responding to discussions with the other parent.
- How would you describe the quality of the relationship with the other parent at this time?
- Did you have any concerns or worry about the outcomes of any discussions?
- Were you confused about anything at this time? i.e. lack of knowledge about what to do.
- Did you feel that you had a choice about what to do? Why?
- Probe: How did any of that make you feel?
- Probe: PWCs/NRPs intentions to make arrangements about the children and reasons why they have not taken action.
- *Note: Please be aware of the sensitivities involved in this question and that the reason may be down to fear/violence.*

Thanks for that. Could we spend a bit of time talking about any support you had around the time of the break-up?

15. Did you get support from anyone at that time about the separation or matters relating to the children?
- IF YES: PROBE: Who did you go to for support and about what issue?
 - Discuss: Family/Friends/neighbours/work colleagues/lawyers/other professionals?
 - Discuss: CSA; Options – Did you work out what you were entitled to/required to pay based on CSA calculations?
 - Discuss: Other support organisations such as CAB or Centre for Separated Families
 - Discuss: Did you use the internet for advice?
 - What advice did you seek? From who?
 - Discuss: Other significant people in their life (i.e. those whose views are important to them)
 - Probe: What did they think about ...The impact on you? The impact on the children? The child maintenance amount? What degree of influence did they have on what you've done?
 - Probe: For each one: how useful was that support?
 - *Interviewer note: If at any stage parent describes some type of service that might be helpful ask: How likely are/were you to use this service?*
 - IF NO: PROBE: Why do you think you didn't go to anyone for support or help/advice?

- PROBE: PWCs/NRPs intention to seek support and reasons why no support was sought?
16. Some people find it easier than others to seek support from people and/or organisations about things that are concerning them. How would you describe what you are like in terms of seeking support?.....Take each in turn
 - Probe: Degree of ease at seeking support with other people – known to them.
 - Probe: Degree of ease at seeking support from organisations.
 17. How do you think you deal with life in general? Why do you think that?
 18. How do you think you dealt with your finances at that time? Why do you say that?
 19. How would you describe your attitude towards financial tasks in your life?
 - Probe: not interested/very interested, laidback attitude – see what happens on a weekly/monthly basis, well planned and attention to detail - use of spreadsheets etc
 20. Do you think you are a practical or an emotional person? Why do you think that?
 21. Thinking back to that time around the break-up when you were making – trying to make arrangements about the children – do you think there is anything that could have been done differently?
 - Probe for: You, the other parent, and others in your life.
 - Probe: What, how and why?
 - Probe: Who might have made that happen and why?
 - Probe: Timing of discussions with other parent – discuss arrangements closer to break-up or more time left after break-up.
 - Probe on parent intentions and reasons for not taking action.
 22. Could any organisation have given you support – more support? If so who and why?
 - Probe: CSA; Options service, other support organisations, others?
 23. Overall, looking back to around the break-up did you feel that making arrangements or trying to make arrangements regarding the child/ren was done at the ‘right time’?
 - If yes. Probe: Why was it the right time?
 - If no. Probe: Why was it not the right time – when would have been the right time to make arrangements about the children?
 24. Looking back to around the break-up did you feel that the arrangements you made – or did not make at that time was the ‘right thing to do’ for.....take each in turn.
 - The children. Probe: Why – why not?
 - For you. Probe: Why are they right for you? – why are they not right for you? Are you happy with this arrangement?
 - For the other parent. Probe: Why – why not?

Part C: Those parents who were never in a relationship

25. You said that you never lived together with the other parent – can you explain a bit about your early relationship with the other parent?
26. Would you say you were a couple having a relationship or not a couple?

Introduce drawing exercise:

Provide participant with a blank A4 page and ask them to draw the situation at that time and how they felt about it i.e. no use of words.

- How did you feel about what was going on for you at that time?
 - What about for the children? How were they feeling?
 - What about the other parent? How were they feeling?
 - Was there anyone else in your life at that time? How were they feeling?
27. **NRP:** How did you find out you were a parent?
28. **PWC:** How did you feel about becoming a lone parent?
29. **NRP:** How did you feel about becoming a parent in that relationship? Probe for both practical and emotional aspects.
30. **PWC:** Was the other parent aware of the situation? If yes – how did they feel about it and what was the impact of that on you? If not – why not?
31. When the child/ren was born – at that time what did you believe the other parent's financial responsibilities to the child/ren were?
32. What level of contact did you have with the other parent?
- If none: Why do you not have any contact? Prompt: Don't know where other parent is? Other parent does not want any contact etc
 - Probe: What level of contact does the other parent have with your child? Why is that? How do you feel about that?
 - If limited contact: For what reasons are they in contact?
33. Around the time of the birth what were the immediate changes for you?
- Probes:
- Role as a parent, how did you feel about that?
 - Employment
 - Housing
 - Debts
 - Health
34. Were any of these changes concerning you/worrying you more than others?
35. Around the time of the birth – did you seek support from anyone at that time?
- IF YES: PROBE: Who did you go to for support and about what issue?
 - Discuss: Family/Friends/neighbours/work colleagues/lawyers /other professionals?
 - Discuss: CSA; Options – Did you work out what you were entitled to/should be paying based on CSA calculation?
 - Discuss: Other support organisations such as CAB and Centre for Separated Families
 - Discuss: Did you use the internet for advice?
 - What advice did you seek? From who?

- Discuss: Other significant people in their life (i.e. those whose views are important to them)
- Probe: What did they think about ...The impact on you? The impact on the children? The child maintenance amount? What degree of influence did they have on what you've done?
- Probe: For each one: how useful was that support?
- Interviewer note: If at any stage parent describes some type of service that might be helpful ask: How likely are/were you to use this service?
- Probe: For each one: how useful was that support?
- IF NO: PROBE: Why do you think you didn't go to anyone for support or help/advice?
- PROBE: PWCs/NRPs intention to seek support and reasons why no support was sought?

Thanks for that. I'd like to spend some time now talking about arrangements concerning the child/ren. Is that okay?

36. Around this time, what arrangement – if any – did you come too about.....probe each area below.
- **PWC:** About NRP seeing the children – how often, when, in what different ways (NRP visiting them – them visiting the NRP, staying over night, holidays only)?
 - **NRP:** About seeing the children – how often, when, in what different ways (visiting them – them visiting you, staying over night, holidays only)?
 - About child maintenance payments – If yes, how much and when? If did not agree a payment, why not?
 - About other financial arrangements – informal support/the house/debts, gifts, payment of bills/rent/mortgage, one-off settlement, payment in kind e.g. childcare etc, direct payment to child, ad hoc support etc?
 - About other child related matters – e.g. education, health and others?
 - IF MADE ARRANGEMENTS, ASK:
37. Can you remember when you discussed/sorted out arrangements concerning the children?
- [NOTE: TRYING TO UNPICK IF ARRANGEMENTS DISCUSSED DURING SEPARATION, IMMEDIATELY AFTERWARDS OR FURTHER DOWN THE LINE.]
 - If yes: What prompted you to hold this conversation with the other parent at this time? Why did you think this was the right time? How did you feel about dealing with these issues?
38. Were any of these support arrangement put in writing?
- If yes:which ones? Why?
 - If no: ...which ones? Any reason why not? Would it be a good idea?

ASK ALL

39. Can you explain how easy or difficult it was to talk with the other parent about making support arrangements for the children? ...(Probe each area in turn)
- Probe - for (NRP) seeing the children
 - Probe - for child maintenance payments
 - Probe - other financial arrangements (note which ones - be specific)
 - Probe - about other child related matters (note which ones - be specific)
- 40.
- a) Around the time of the birth/when you first knew you were a parent, what other things would you say helped to make arrangements about the children?
- b) Around the time of the birth/when you first knew you were a parent, what other things would you say made it more difficult to make arrangements about the children?
- Did you have any practical matters on your mind at that time? (housing, income, employment, no contact with other parent, other?)
 - Were you motivated to sort anything out about the children? Probe: couldn't be bothered, seemed too hard to do, worried about consequences, needed help and don't know where to start.
 - Were emotions playing any part at this time? Probe: degree of emotional effort involved in raising topics or responding to discussions with the other parent.
 - How would you describe the quality of the relationship with the other parent at this time?
 - Did you have any concerns or worry about the outcomes of any discussions.
 - Were you confused about anything at this time? i.e. lack of knowledge about what to do.
 - Did you feel that you had a choice about what to do? Why?
 - Probe: How did any of that make you feel?
 - Probe: PWCs/NRPs intentions to make arrangements about the children and reasons why they have not taken action.
 - Note: Please be aware of the sensitivities involved in this question and that the reason may be down to fear/violence.
41. Some people find it easier than others to seek support from people and/or organisations about things that are concerning them. How would you describe what you are like in terms of seeking support.....Take each in turn
- Probe: Degree of ease at seeking support with other people – known to them.
 - Probe: Degree of ease at seeking support from organisations.
42. How do you think you deal with life in general? Why do you think that?
43. How do you think you dealt with your finances at that time? Why do you say that?
44. How would you describe your attitude towards financial tasks in your life?
45. Probe: not interested/very interested, laidback attitude – see what happens on a weekly/monthly basis, well planned and attention to detail - use of spreadsheets etc

46. Do you think you are a practical or an emotional person? Why do you think that?
47. Thinking back to that time around the time of the birth/when you first knew you were a parent and you were making – trying to make arrangements about the children – do you think there is anything that could have been done differently?
 - Probe for: You, the other parent, and others in your life.
 - Probe: What, how and why?
 - Probe: Who might have made that happen and why?
 - Probe: Timing of discussions with other parent – discuss arrangements closer to break-up or more time left after break-up.
 - Probe on parent intentions and reasons for not taking action.
48. Could any organisation have given you support – more support? If so who and why?
 - Probe for CSA; Options Service, other organisation?
49. Overall, looking back did you feel that making arrangements or trying to make arrangements regarding the children was done at the 'right time'?
 - If yes – probe why was it the right time?
 - If no – probe why not right time – when would have been the right time to make arrangements about the children?
50. Looking back to around the time of the birth/when you first knew you were a parent, did you feel that the arrangements you made – or did not make at that time was the 'right thing to do' for.....take each in turn.
 - The children. Probe: Why – why not?
 - For you. Probe: Why – why not?
 - For the other parent. Probe: Why – why not?

Part D: The situation now

Thank you. I appreciate you sharing your views and feelings about what was happening at the time of the break-up (birth if not in a relationship)

Drawing exercise

Provide participant with a blank A4 page and ask them to draw the situation now and how they feel about it i.e. no use of words.

- How do you feel about what is going on now?
 - What about for the children? How are they feeling?
 - What about the other parent? How are they feeling?
 - Is there anyone else in your life? How are they feeling?
51. Can you please describe to me the current support arrangements you have in place for ...Take each area in turn.
 - **PWC:** For NRP seeing the child/ren - how often, when, in what different ways (NRP visiting them – them visiting you, staying over night, holidays only?)
 - **NRP:** For seeing the child/ren - how often, when, in what different ways (visiting them – them visiting NRP, staying over night, holidays only?)

- For child maintenance payments - If yes, how much and when, how often? If none, why not?
 - Any other financial arrangements – informal support/the house/pay off debts incurred in the relationship/payment of bills/rent/mortgage, one-off settlement/payment in kind e.g. childcare etc, direct payment to child/ren?
 - About other child related matters (for example health, schooling)?
52. Are any of these support arrangements put in writing?
- IF YESwhich ones? Why?
 - IF NOT ...which ones? Any reason why not? Would it be a good idea? Why?
- Thanks for that – can we focus for a while on changes to arrangements?
53. What would you say were the major changes regarding arrangements for the children since the break-up (birth if not in a relationship)?
- Probe each in turn:
- About NRP seeing the child/ren: What have been the changes? How did you deal with that? Did anyone help/support you? Who initiated the changes? Were there any specific triggers e.g. new partners, new children, current economic climate etc? How did you feel about that?
 - About child maintenance payments: What have been the changes? How did you deal with that? Did anyone help/support you? Who initiated the changes? Were there any specific triggers e.g. new partners, new children, current economic climate etc? How did you feel about that?
 - About other financial arrangements: What have been the changes? How did you deal with that? Did anyone help/support you? Who initiated the changes? Were there any specific triggers e.g. new partners, new children, current economic climate etc? How did you feel about that?
 - About other child related matters: What have been the changes? How did you deal with that? Did anyone help/support you? Who initiated the changes? Were there any specific triggers e.g. new partners, new children, current economic climate etc? How did you feel about that?
54. Have there been any difficulties which you have had to overcome?
- If yes, how did you do that and what was the effect of that?
 - If no did not overcome difficulties, what was the effect of that?
 - How did you feel about that?
55. During these changes - where did you turn to for support over your arrangements?
- IF YES: PROBE: Who – where did you go to for support and about what?
 - Discuss: Family/Friends/neighbours/work colleagues/lawyers/ other professionals?
 - Discuss CSA; Options; CAB, other organisation
 - Discuss: Other significant people in their life (i.e. those whose views are important to them)

- Probe: What did they think about ...The impact on you? The impact on the children? The child maintenance amount? What degree of influence did they have on what you've done?
 - Probe: For each one: how useful was that support?
 - IF NO: PROBE: Why do you think you didn't go to anyone for support or help/advice?
 - Probe: What would encourage you to use different types of advice services?
 - Discuss CSA; Options; CAB, other support organisation, internet.
 - *Interviewer note: If at any stage parent describes some type of service that might be helpful ask: How likely are you to use these services?*
56. What else might you have needed/desired to support you? Why is that?
- ASK ALL**
- Thank you. I'd like to talk now about the affect of arrangements on the children and also about the quality of current relationship with the other parent, if this is okay?
57. How do you think the current support arrangement affects your child/ren? (include all respondents whether they have one or not)
- Probe – affect their quality of life/lifestyle/emotionally or not? If no effect, why not?
 - How do you feel about your current support arrangement? Is it right for you? – why is it not right for you? Are you happy with this arrangement?
58. How would you describe the current nature/quality of your relationship with the other parent?
- Prompt: What words would you use to describe it (friendly, cooperative, indifferent)?
 - Has your relationship improved – got worse? In what way?
 - Were there good/bad stages? (Establish timing of good/bad stages)
 - Did anything happen that made the relationship better or worse? e.g. new partners/children
 - How do you feel about the nature/quality of your relationship with the other parent now?
59. How would you describe your relationship with the other parent as co-parents?
60. How would you describe the nature/quality of your current relationship with the child/ren?
- How has that changed since the break-up (birth if not in a relationship)? How do you feel about that?
 - Has your role as a parent changed since the break-up (birth if not in a relationship)? How do you feel about that?

Part E: Thinking of the future now.....

61. Would you like to make any future changes to your current support arrangement?

IF YES, WANT TO CHANGE

62. What would you like to change about the support arrangement and why?

63. How do you think that change can be made to happen?
- Probe: Who might help it happen and why?
 - Prompts: Third party help/assistance/information, step-by-step guide of the process.
64. How easy or difficult do you think it would be to make that change?
- What are the practical matters on your mind? (housing, distance, income, employment, other?)
 - Are you motivated to make changes to the arrangement?
 - What degree of emotional effort would be involved in discussing this with the other parent?
 - What about the quality of your relationship with the other parent?
 - Do you have any concerns or worry about the outcome of this discussion/change?
 - Are you confused about anything? Feel that you lack knowledge about what to do.
 - What level of choice do you feel you have?
65. How will that desired change affect.....
- The child/ren?
 - You?
 - The other parent?

IF DON'T KNOW IF THEY WANT TO CHANGE ANYTHING

66. Why do you not know?
67. What are you concerned about?
68. Is there anything that would help you to make a decision either way?

IF DO NOT WANT CHANGE

69. Why do you not want change?
- What are the practical matters on your mind? (housing, distance, income, employment, other?)
 - Are you motivated to make changes to the arrangement?
 - What degree of emotional effort would be involved in discussing this with the other parent?
 - What about the quality of your relationship with the other parent?
 - Do you have any concerns or worry about the outcome of this discussion/change?
 - Are you confused about anything? Feel that you lack knowledge about what to do.
 - What level of choice do you feel you have?
70. How will not making any changes to child maintenance affect.....
- The child/ren?
 - You?
 - The other parent?

ASK ALL

71. In terms of the principle, do you agree that the other parent has/you have an obligation to pay child maintenance?
- If yes: Why?
 - If no: Why not?

72. **PWC:** Do you think you have a role in encouraging the other parent to make an arrangement? If yes: what can you do? If no: why not?
73. How do you feel about (the other parent) providing other types of financial support instead of paying child maintenance?
 - Probe the advantages and disadvantages
74. Are you aware of any changes to the government system regarding child maintenance?
 - Probe: Options service, disregard, CSA no longer compulsory.
75. Do you think any of the changes have affected/will affect your situation?

Part E: Conclusion

And finally....

76. I would like to ask you a few questions about the source of your income, this is to check that I speak to a wide range of people – are you okay with this?
77. Are you currently in paid work?
 - If yes: Do you work full-time or part-time? (Note: Part-time is 30 hours or less)
 - If not in paid work: Where do you get your main source of income from?
 - What is your annual income?
78. Is there anything else you feel would be useful to note at this stage?
79. We've talked a bit about the support of others in your life and we would very much like to talk to them as part of the research. The purpose of these interviews would be to understand the situation from their perspective. Would you be comfortable with that? Would you let us know who we might contact?

Thank and close

Third Party Influencer Topic Guide

CASE STUDY TOPIC GUIDE

Moderator – Interviewee Introduction

- Introduce self.
- Thank interviewee for participation.
- Explain background to the research:
 - PwC have been given their name and contact details by [name PWC or NRP as appropriate].
 - About the type of arrangements separated parents have in place for their children and the support/advice/help they receive from others;
 - Specifically want to talk to people who have provided some type of support/advice to separated/separating parents;
 - Your views and those of others like you will be used to provide government with ideas on how they can help separated/separating parents to make arrangements;
 - Appointed by Child Maintenance and Enforcement Commission (In NI refer to the Child Maintenance and Enforcement Division);
 - Confirm with interviewee that the PWC/NRP contacted them about this project and have given their permission for their contact details to be forwarded on to PwC. Ask respondent to confirm that they are happy for the interview to proceed on this basis.
 - Any questions? Any concerns?
- Explain topics we would like to cover in the interview with their agreement:
 - Role/involvement with parents during the break-up stage [NB as appropriate depending on nature of relationship with the other parent];
 - Some questions about relationships and impact on child/ren;
 - Type of support or help provided to parents;
 - Future support or help required; and
 - Any issues you would like to cover – are you okay with that?
- Ask them to let you know if they feel uncomfortable at any time during the interview.
- Permission to use tape recorder:
 - Assure interviewee of confidentiality– reassure that the information will not be fed back to the family/friend in question and nothing they say will affect the family/friend in relation to any benefits or any other aspects of their lives or the children’s lives;
 - Explain purpose of recording is to allow accurate recall and allow us to make notes; and
 - Tapes will never be shared with anyone outside PwC research team.
- Check again that interviewee is comfortable with everything that has been discussed and is ready to start interview.

Part A: At the time of the break-up.

This interview will focus on the break-up of the relationship of PWC or NRP [name parent] with the other parent of their child/children [name children]. I would like to talk to you about the reasons why the relationship ended and any support you may have offered to ([name parent] around that time is that OK?

1. What is your relationship to XX [name of PWC or NRP].
2. *[Ask question only if the parents were previously in a relationship. If not in a relationship go to Q4]* When did you become aware that [name of PWC's or NRP's] relationship with the other parent of child/ren x was coming to an end? What date was that approximately?
3. Do you know why they separated? How did you feel about why the relationship ended? How did the ending of the relationship make you feel?
4. What support, (if any) did you provide at the break-up stage of the separation/time of the birth?
 - What type of support/advice did you provide?
 - Probe: practical matters – looking after child/ren, providing somewhere for PWC/NRP to stay, provide financial assistance
 - Probe: support for parent to deal with their emotions
 - Probe: support parent to find out about next steps
 - Did you think there were issues you could/should give advice about and other issues that were a concern only for the parents? If no, which ones?
5. How was this support/advice received by [name of PWC and/or NRP, as appropriate]? And how did you feel about providing this advice?
 - Equipped – why?
 - Not equipped – why?
6. In your opinion, was the advice you provided acted on?
 - If yes, which bits of the advice? If not – do they know why not?
7. What involvement did you have with the other parent at the time of the break-up?
 - *[Interviewer notes: If respondent was close to both parents, what they said to the 'other' parent will be important in terms of understanding the couple's behaviour]*If involvement with other parent use the following prompts:
 - What type of support/advice did you provide?
 - How was this support received by [name of PWC and/or NRP, as appropriate]? And how did you feel about providing this support?
 - Equipped – why?
 - Not equipped – why?
8. What would you say was the greatest change for [name NRP or PWC]?
9. As far as you were aware what arrangements – if any – were made regarding the children around the time of the break-up .probe each area below:
 - Who the children were to live with most of the time (their main home)?

- About NRP seeing the children – how often, when, in what different ways (NRP visiting them – them visiting the NRP, staying over night, holidays only)?
 - About child maintenance payments – If yes, how much and when? If did not agree a payment, why not?
 - About other financial arrangements – informal support/the house/debts, gifts, payment of bills/rent/mortgage, one-off settlement, payment in kind e.g. childcare etc, direct payment to child, ad hoc support etc?
 - About other child related matters e.g. education, health, others?
10. In your opinion, how did these arrangements/no arrangements affect...
- PWC?
 - NRP?
 - Their child/ren?
 - Probe: - affect their quality of life/lifestyle/emotionally or not? If no effect, why not?
11. What were your views about the support arrangement/no support arrangement at this time?
12. At that time what did you think the financial responsibilities of the parents were to the children? *(Interviewer please note the sensitivities of this question and the potential for interviewee to become antagonistic towards the other parent. Interviewer should direct conversation away from this behaviour. If appropriate probe about who did what)*
13. To your knowledge, what support/advice from other sources/people did (name of PWC or NRP) receive at this time? Who was it from?
14. Did you seek any advice/support for (name of PWC or NRP) receive at this time?
- If not, why not?
 - If yes, who (person/organisation/professional) did you go to? Why? How useful was that information?
15. *[If support/advice was received at this time ask.]* Was this other support/advice key to encouraging [name PWC or NRP] to consider/try making an arrangement?
- IF YES: What aspect? Why do you think it was?
 - IF NO: Why not?
16. I would now like to ask you to think back to that time of the break-up/birth, but now with the benefit of hindsight. With regards to arrangements about the child/ren – do you think there is anything that could have been done differently?
- Probe: What, how and why?
 - Probe: Who might have made that happen and why?
 - Probe: What could you have done differently and why?
17. Did you feel that making arrangements or trying to make arrangements regarding the child/ren was done at the 'right time'?
- If yes. Probe: Why was it the right time? When was 'this time' in relation to date of the break-up? (weeks months?)
 - If no. Probe: Why was it not the right time – when would have been the right time to make arrangements about the children?

18. Looking back to around the break-up did you feel that the arrangements made – or not made was the ‘right thing to do’ for.....take each in turn.
- The children. Probe: Why – why not?
 - For the PWC. Probe: Why – why not?
 - For the NRP. Probe: Why – why not?

Part B: Situation now.

19. How do you think the arrangements have worked out for (name of PWC or NRP) since they were set up?
- If there have been issues/changes – why and for whom? Did you provide any support/information when difficulties arose? If yes, did you get any support or information from anyone/any particular organisation/professional group?
20. Since the arrangement was set up did you seek support/advice about the situation any person/organisation/professional ?
- IF YES: What type of support? What type of advice? What was the outcome? How well received was this support/advice?
 - IF NO: why not?
 - Prompt: not wanted, don't want to interfere, didn't know until after changes were put in place, advice/support did not work before.
21. What else might you have needed to help you support (name of PWC or NRP) better?
22. How would you describe the [NRP or PWC] relationship with the other parent in regard to working together as parents?
23. How would you describe the nature/quality of the parents' relationship with the child/ren?
- How has that changed since the break-up?
 - Has their role as a parent changed since the break-up?

Part C: Thinking about the future

24. Are you aware of any potential changes to their current support arrangement going forward?
- IF YES: What changes? What triggered these changes? What support/advice do they need?
 - IF NO: Why not?
 - IF NO arrangement in place: In your opinion, what is the likelihood of [name PWC and NRP] putting in place a support arrangement? What might influence/trigger this action?
25. Do you think [name PWC and NRP] should make any changes? If yes: in what way? Who would they benefit? If not why not? Do you think you have any influence in helping [name PWC and NRP] to make these changes
26. How do you see your involvement changing?
- In what way?

- How do you feel about this?
 - Do you feel equipped to provide this support? Why do you say that?
27. In principle, who do you think has the main responsibility to provide child maintenance for the children?
- Why?
 - Why not?

Part D: Conclusion

And finally....

28. Is there anything else you feel would be useful to note at this stage?

Thank and close

This report presents findings from a qualitative research study, commissioned by the Child Maintenance and Enforcement Commission. The work was initiated to help the Commission understand: the behaviours of those not taking responsibility for paying child maintenance; which behaviours can be influenced; and in what ways. The research consisted of a comprehensive literature review, interviews with stakeholders, 67 in-depth interviews with separated parents, and 13 ethnographic case studies.

The report examines the behaviours of separated parents, the key drivers of these behaviours and tries to prioritise these in a child maintenance behaviour model. In addition, the research was able to provide suggestions for potential interventions to help tackle the more negative child maintenance behaviours.

If you would like to know more about the Commission's research, please contact:

www.childmaintenance.org/en/contact or
www.childmaintenance.org/en/contact/contact.asp



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