

## **Tax Credit and Child Benefit weekly demand information**

### Introduction

This document outlines potential demand for face to face contact with advisors for Tax Credits and for Child Benefit.

It assumes that the need for face to face contact will be proportional to that seen for demand for HMRC's telephony services (help lines).

The need for contact is expressed as a weekly % compared to an average week in the year being looked at. So for 2012/13 for instance, we forecast that the first week in May will have demand that is 100% that of an average week. Similarly we forecast that the last week in July (normally busy with renewals contacts) will be 209% that of a typical week - or just over double that of the average May week.

Adjacent to the weekly % demand figures are notes on what subjects people are likely to be interested in at those times

This document is intended to aid organisations that deal with tax credits and Child Benefit queries from the public to plan for changes in numbers and types of query through the year by showing when relatively busy weeks are likely to be and what subjects are likely to be of particular relevance week by week.

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HMRC Benefits and Credits Finance and Performance Analysis Team.

### Tax Credit and Child Benefit weekly demand information

Need for assistance relative to the yearly average - shown as a percent figure comparing the weekly need with the average need per week for each year.

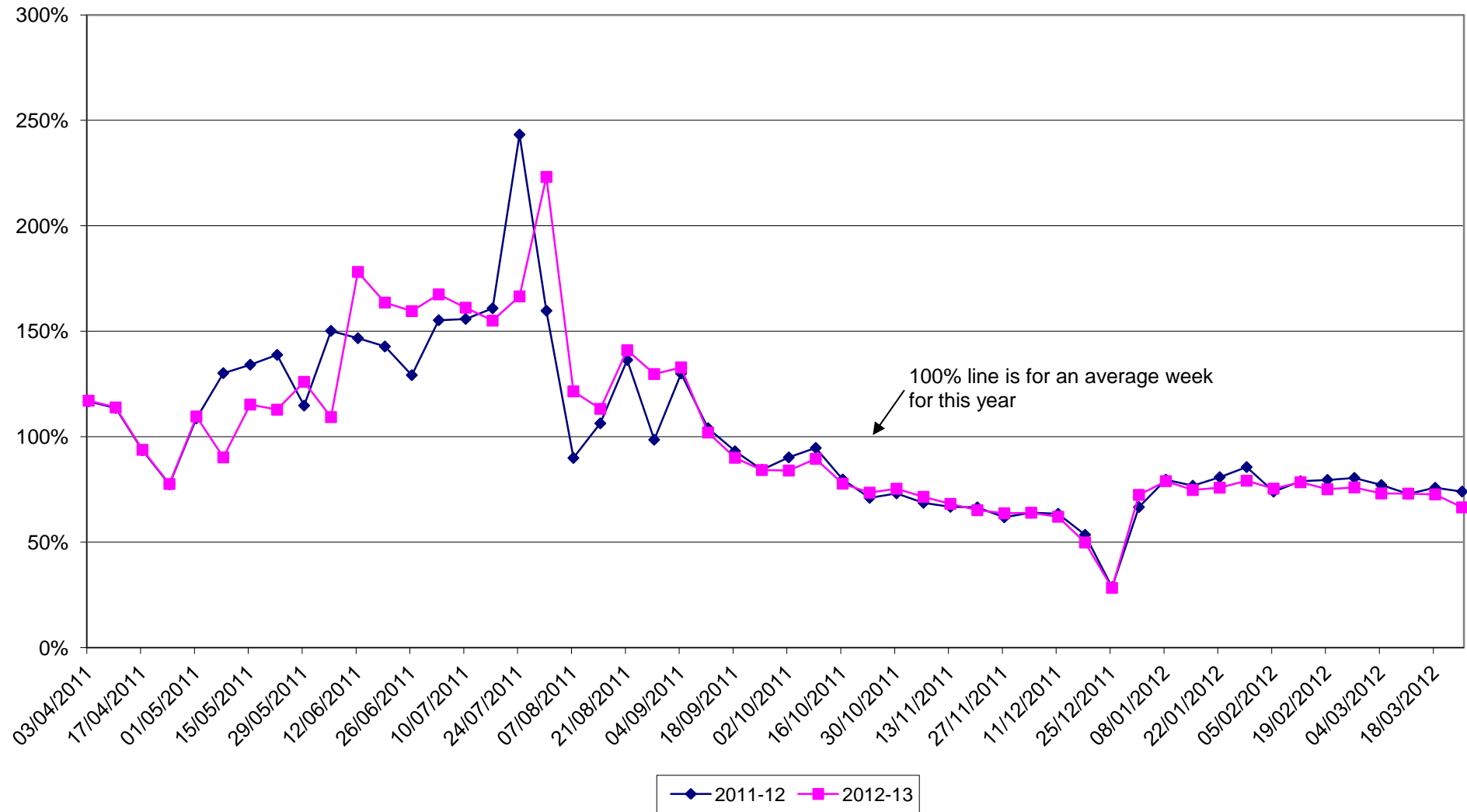
Note, date shows **bold** if a week is more than 20% above average.

Note - the % figures are how this compares to an average week for the year. Red italics are estimated.

tax credits			Key impacts and events	
Week commencing	2011-12	2012-13	2011-12	2012-13
03 April	117%	117%		
10 April	114%	114%		
17 April	94%	94%		Budget changes commence for tax credits - for details see link on this cell.
24 April	77%	78%		
01 May	109%	110%		
08 May	130%	90%		
15 May	134%	115%		Renewals commences.
22 May	139%	113%		Renewals
29 May	115%	126%		Renewals
05 June	150%	109%		Renewals
12 June	147%	178%		Renewals
19 June	143%	164%		Renewals
26 June	129%	160%		Renewals
03 July	155%	168%		Renewals
10 July	156%	161%		Renewals
17 July	161%	155%		Renewals
24 July	243%	167%		Renewals
31 July	160%	223%		Renewals deadline.
07 August	90%	122%		Possible raised interest in retrospective backdating following from now.
14 August	106%	113%		
21 August	136%	141%	Claims terminated for those customers who were asked to renew but did not renew	
28 August	99%	130%		
04 September	130%	133%	Debt notices issued following finalisation of previous year's award.	
11 September	104%	102%		
18 September	93%	90%		
25 September	84%	84%		
02 October	90%	84%		
09 October	95%	90%		
16 October	80%	78%		
23 October	71%	74%		
30 October	73%	75%		
06 November	69%	72%		
13 November	67%	68%		
20 November	67%	65%		
27 November	62%	64%		
04 December	64%	64%		
11 December	63%	62%		
18 December	54%	50%		
25 December	29%	28%		Christmas dip in contacts
01 January	67%	72%		
08 January	80%	79%		
15 January	77%	75%	Second specified date (end of January is the deadline for people to provide details of actual income where their awards have been based on estimated income.	
22 January	81%	76%		
29 January	86%	79%		
05 February	74%	75%		
12 February	79%	78%		
19 February	80%	75%		
26 February	81%	76%		
04 March	77%	73%		
11 March	73%	73%		
18 March	76%	73%		
25 March	74%	67%		

<b>Child Benefit</b>			<b>Key impacts and events</b>
<b>Week commencing</b>	<b>2011-12</b>	<b>2012-13</b>	
03 April	95%	63%	
10 April	94%	76%	
17 April	75%	84%	
24 April	67%	85%	
01 May	92%	86%	
08 May	108%	88%	
15 May	107%	106%	
22 May	108%	96%	
29 May	80%	98%	
05 June	113%	79%	
12 June	108%	115%	
19 June	112%	110%	
26 June	107%	105%	
<b>03 July</b>	122%	117%	Contacts where education plans for 16-19 year olds from September become known. A mailshot issued earlier advises customers to report back to HMRC before September if they expect children over 16 to continue past September in full time, non-advanced education.
<b>10 July</b>	122%	117%	
<b>17 July</b>	124%	113%	
<b>24 July</b>	123%	117%	
<b>31 July</b>	121%	116%	
<b>07 August</b>	117%	112%	
<b>14 August</b>	117%	117%	
<b>21 August</b>	134%	122%	
<b>28 August</b>	142%	132%	Child exclusion for 16-19 year olds where we are not notified that they are remaining in full time, non-advanced education.
<b>04 September</b>	208%	194%	
<b>11 September</b>	159%	150%	
<b>18 September</b>	136%	127%	
<b>25 September</b>	116%	112%	
<b>02 October</b>	113%	113%	
<b>09 October</b>	111%	115%	Mailshot to high income tax payers informing them of changes around their receipt of child benefit.
<b>16 October</b>	99%	112%	
<b>23 October</b>	89%	103%	
<b>30 October</b>	94%	108%	
<b>06 November</b>	90%	103%	Potentially contact around this issue for remainder of year as well.
<b>13 November</b>	90%	105%	
<b>20 November</b>	88%	103%	
<b>27 November</b>	83%	89%	
<b>04 December</b>	85%	86%	
<b>11 December</b>	80%	83%	
<b>18 December</b>	66%	70%	
<b>25 December</b>	32%	36%	Christmas dip in contacts
<b>01 January</b>	77%	90%	Child Benefit becomes taxable partly where income for an individual is between £50k and £60k or entirely where an individual's income exceeds £60k.
<b>08 January</b>	90%	95%	
<b>15 January</b>	89%	88%	
<b>22 January</b>	91%	89%	
<b>29 January</b>	87%	88%	
<b>05 February</b>	83%	88%	
<b>12 February</b>	76%	81%	
<b>19 February</b>	80%	83%	
<b>26 February</b>	81%	85%	
<b>04 March</b>	84%	89%	
<b>11 March</b>	80%	87%	
<b>18 March</b>	80%	89%	
<b>25 March</b>	75%	82%	

### Tax Credits Demand 11/12 and 12/13



### Child Benefit Demand 11/12 and 12/13

