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

**Child Benefit**

<table>
<thead>
<tr>
<th>Week commencing</th>
<th>2011-12</th>
<th>2012-13</th>
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<tbody>
<tr>
<td>02 April</td>
<td>16%</td>
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**Notes**

- Child benefit becomes taxable partly where income for an individual is between £50k and £60k or entirely where an individual's income exceeds £60k.
- Christmas dip in contacts

### Key impacts and events

- **Child Benefit**
  - Contacts where education plans for 16-19 year olds from September become known.
  - Mailshot issued earlier advised customers to report back to HMRC before September if they expect children over 16 to continue past September in full time, non-advanced education.

- **Tax Credits**
  - Budget changes commence for tax credits.
  - For details see link on this cell.

- **Other Key Events**
  - Renewals deadline.
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  - Renewals start.
  - Contacts terminated for those customers who were asked to renew but did not respond.

**Contact Insights**

- **2011-12**
  - Christmas dip in contacts
  - 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.

- **2012-13**
  - Child exclusion for 16-19 year olds where we are not notified that they are remaining in full time, non-advanced education.

**Note**

- There is a potential raised interest in retrospective backdating following from now.

- Potentially contact around this issue for remainder of year as well.
Tax Credits Demand 11/12 and 12/13

100% line is for an average week for this year
Child Benefit Demand 11/12 and 12/13

100% line is for an average week for this year.