

Housing Benefit Entitlement Reductions: Caseload Management Information (CMI)

Data for January 2017 - March 2017 (Quarter 4 2016/17)



Quarterly

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Great Britain

Official
Experimental

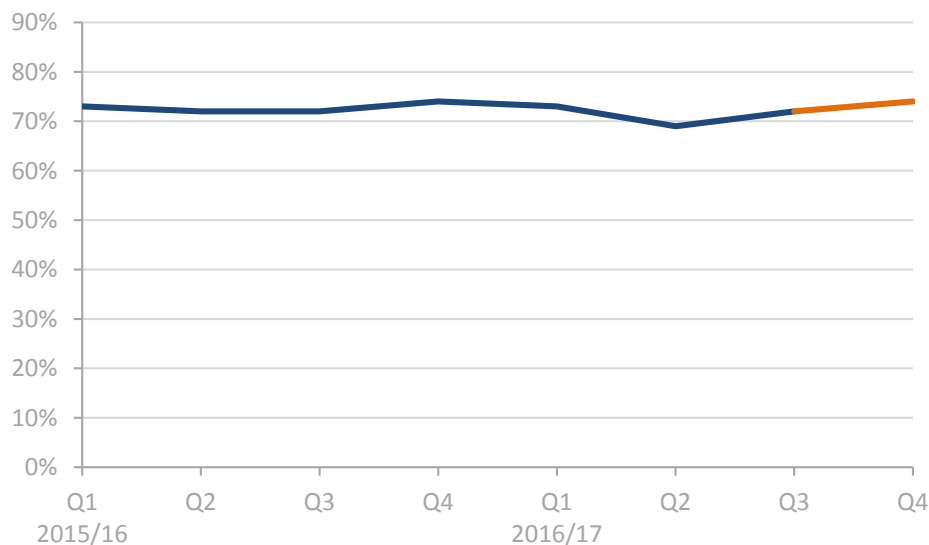
Housing Benefit (HB) is an income related benefit that is intended to help meet housing costs for rented accommodation. By identifying the changes of circumstances that lead to a reduction to entitlement, Local Authorities can prevent or minimise overpayments from occurring, thereby minimising Fraud and Error.

The CMI score is the proportion of the expected reductions to entitlement that were actually found.

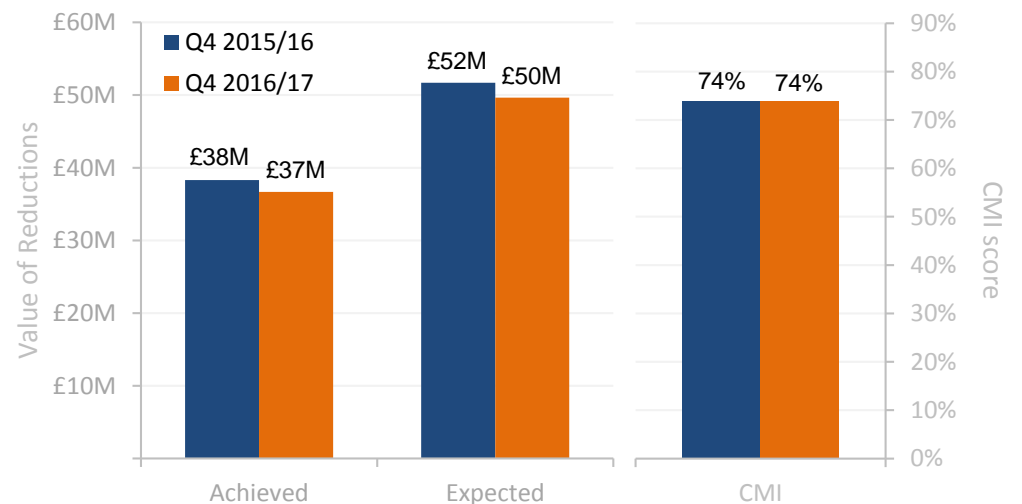
Main stories

- The overall CMI score for Great Britain has risen to 74% in Quarter 4 of 2016/17, continuing the upward trend from Quarter 3 2016/17.
- Compared to Quarter 4 2015/16, both the total value of achieved and of expected reductions to entitlement have fallen; however, the overall CMI score is unchanged.

CMI score for GB continues to rise in Q4 2016/17, reaching the same level as in Q4 2015/16.



Achieved and expected reductions have both fallen compared to Q4 2015/16, but CMI score is unchanged.



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Comments? We welcome feedback.

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What you need to know

How is Caseload Management Information calculated?

The statistics are released quarterly in October, January, April and July, and are sourced from data originally collected via administrative systems (Single Housing Benefit Extract).

Caseload Management Information (CMI) is an estimate of how well each Local Authority is managing their Housing Benefit (HB) caseload. By identifying the changes of circumstances that lead to a reduction to entitlement, Local Authorities can prevent or minimise occurrences of overpayments, thereby reducing Fraud and Error. CMI does not measure the levels of Fraud and Error in Local Authorities, nor does it measure how well Local Authorities are identifying or correcting Fraud and Error, but it can be used as a proxy.

Caseload Management Information score is derived from two components:

Actual reductions achieved:

Local Authorities send DWP customer-level data electronically each month in the Single Housing Benefit Extract (SHBE). SHBE provides information on current live HB claims, including entitlement details. By comparing the weekly HB entitlement of individual claims in consecutive monthly SHBE extracts we can identify where the weekly HB entitlement has reduced. The actual reduction achieved by a Local Authority is the sum of the value of these reductions in entitlement observed each month for that Local Authority.

Expected Reductions:

The total value of reductions that we expect a Local Authority could find is dependent on the size of its individual caseload, the types of claimants in that caseload and the value of the reductions that tend to occur in that caseload, which will be partially a consequence of the rent levels found in that Local Authority.

The CMI score is the proportion of reductions to entitlement expected that were actually found – the achieved divided by the expected. This does mean that a Local Authority that is identifying more reductions to entitlement than expected can have a score of greater than 100%.

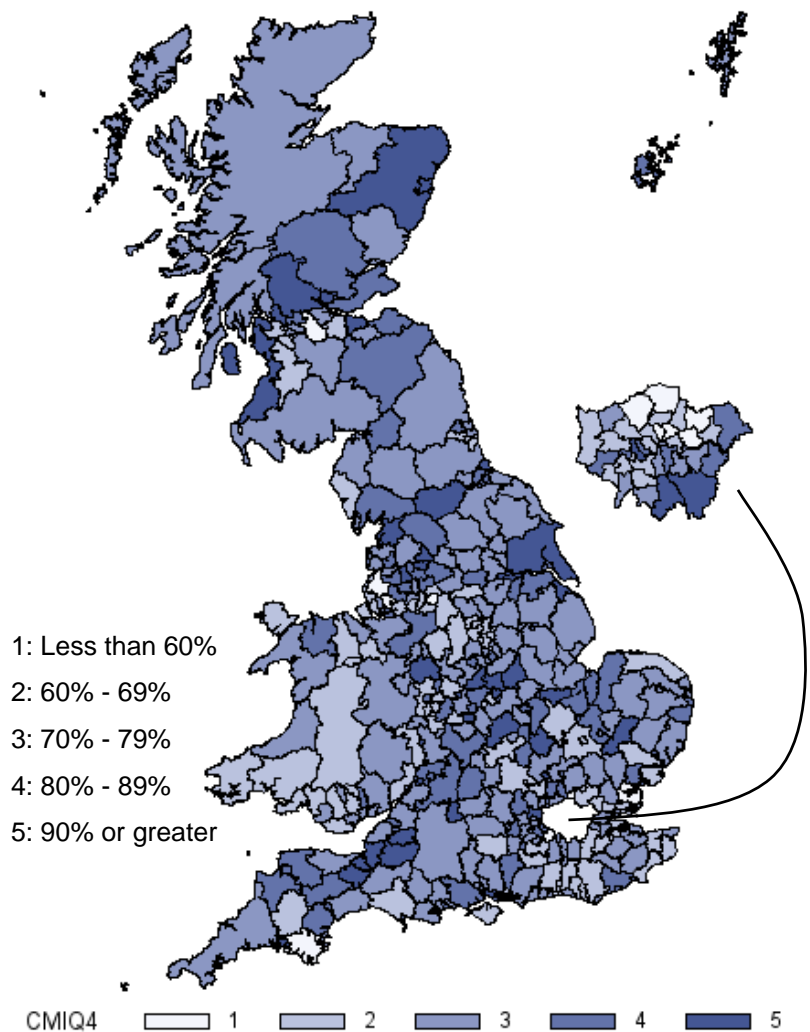
For the full methodology and background please see:

<https://www.gov.uk/government/publications/housing-benefit-entitlement-reductions-statistics-background-information-note>

Geographical Breakdown of CMI scores

Scotland's CMI score is more than 7 percentage points higher than England and Wales

Map of CMI score by LA, with exploded view of London

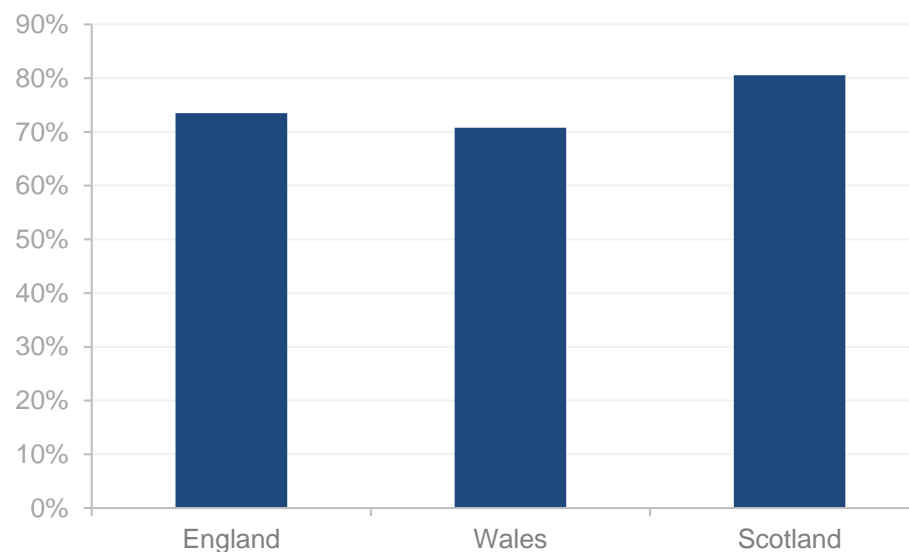


The map of Great Britain by Local Authority shows the CMI score for each LA in Quarter 4 of 2016/17. The darker the shade of blue, the higher the CMI score. Due to the very dense population of Local Authorities in London, the area has been removed from the main body of the map and expanded at the side.

Scottish Local Authorities have consistently achieved higher CMI scores than England and Wales and Q4 2016/17 is no different, although the gap has shrunk slightly since the last quarter. London LAs have the lowest regional score with an average CMI score of 71%. Other than Scotland, the highest scoring region is the South West with an average CMI score of 81%.

See [Table 1.1](#) for full data.

CMI Performance in Q4 2016/17 by country



About these statistics

For the full CMI methodology please see: <https://www.gov.uk/government/publications/housing-benefit-entitlement-reductions-statistics-background-information-note>

For the full data tables covering Q1 to Q4 2016/17 see: <https://www.gov.uk/government/statistics/housing-benefit-entitlement-reductions-2016-to-2017-experimental>

For historical data covering all of 2015/16 see: <https://www.gov.uk/government/statistics/housing-benefit-entitlement-reductions-2015-to-2016-experimental>

Where the data from an individual Local Authority are missing, incomplete or of insufficient quality to publish, values have been imputed.

Where to find out more

Other National and Official Statistics

Details of other National and Official Statistics produced by the Department for Work and Pensions can be found on the Gov.uk website via the following link:

• A schedule of statistical releases and a list of the most recent releases: <https://www.gov.uk/government/organisations/department-for-work-pensions/about/statistics>

Other Housing Benefit Statistics

The Department for Work and Pensions also publish Housing Benefit caseload National Statistics. The statistics are published quarterly showing monthly figures. Since August 2013, Housing Benefit statistics have been released via Stat-Xplore alongside a set of summary Excel tables.

For the Housing Benefit caseload National Statistics see: <https://www.gov.uk/government/statistics/housing-benefit-caseload-statistics>

Access to Stat-Xplore via: <https://stat-xplore.dwp.gov.uk/>

The Department for Work and Pensions also publish Housing Benefit Speed of Processing Statistics, see: <https://www.gov.uk/government/statistics/housing-benefit-statistics-on-speed-of-processing-2016-to-2017>