Housing Benefit Entitlement Reductions: Caseload Management Information (CMI)

Data for April 2016 - September 2016

Department for Work & Pensions

Quarterly

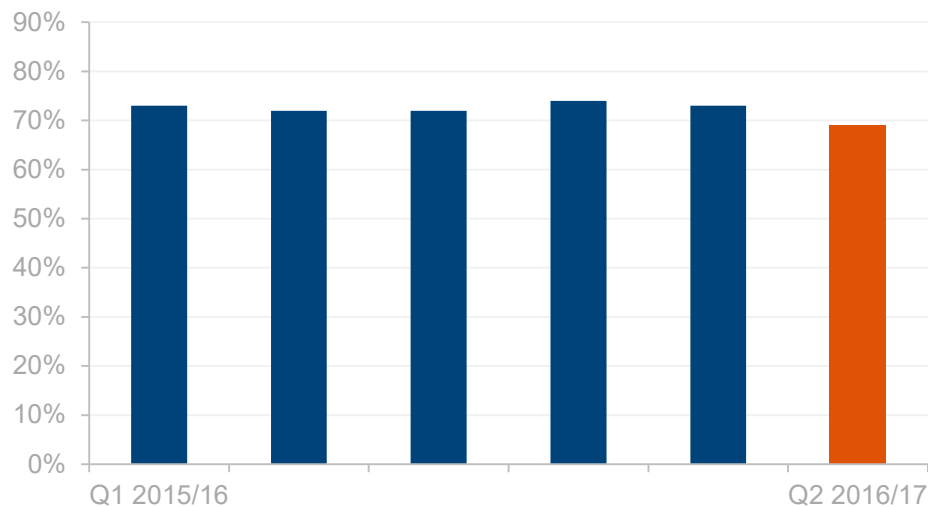**Published: 25 January 2017**
Great Britain

Official Experimental

Housing Benefit (HB) is an income related benefit that is intended to help meet housing costs for rented accommodation. Caseload Management Information (CMI) is an estimate of how well each Local Authority is managing their HB caseload, relative to the top performers. 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 (F&E).
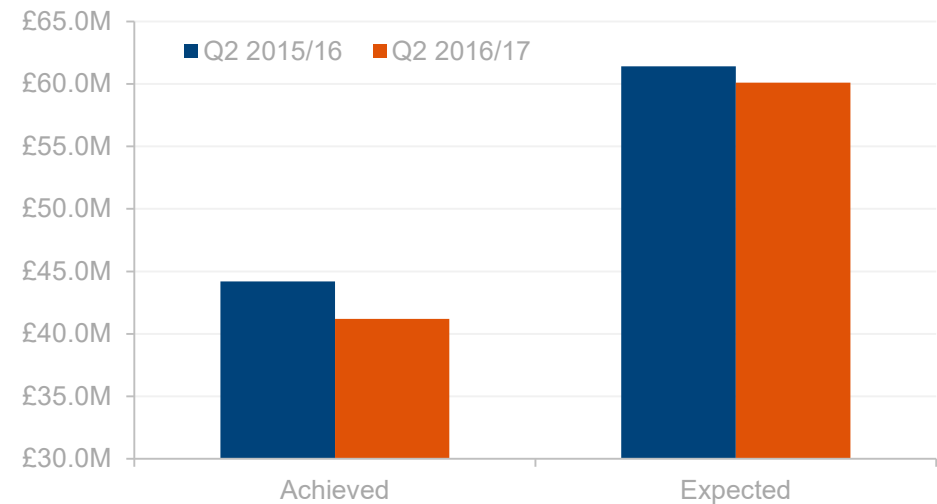
Main stories

- The overall CMI score for Great Britain has fallen to its lowest recorded level of 69% in Quarter 2 of 2016/17.
- Compared to Q2 2015/16 both the total value of achieved and expected reductions to entitlement has fallen.

Lowest CMI score for GB since publication started.

Falling achieved and expected reductions compared to Q2 2015/16.

The large fall in the CMI score for Great Britain is being driven mainly by the fall in the total value of reductions to entitlement achieved.

At a glance

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Comments? We welcome feedback

Published 25 January 2017

Next edition on 26 April 2017

What you need to know

How is Caseload Management Information calculated?

The statistics are released quarterly in April, July, October and January 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 overpayments from occurring, thereby minimising Fraud and Error. CMI does not measure the levels of Fraud and Error in Local Authorities nor does it is measure how well Local Authorities are identifying or correcting Fraud and Error, but 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 calculation for the CMI score is the proportion of reductions to entitlement found out of how much we'd expected to be found - simply the achieved divided by the expected. This does mean that any Local Authority that is identifying more reductions to entitlement than expected can have a score of greater than 100%.
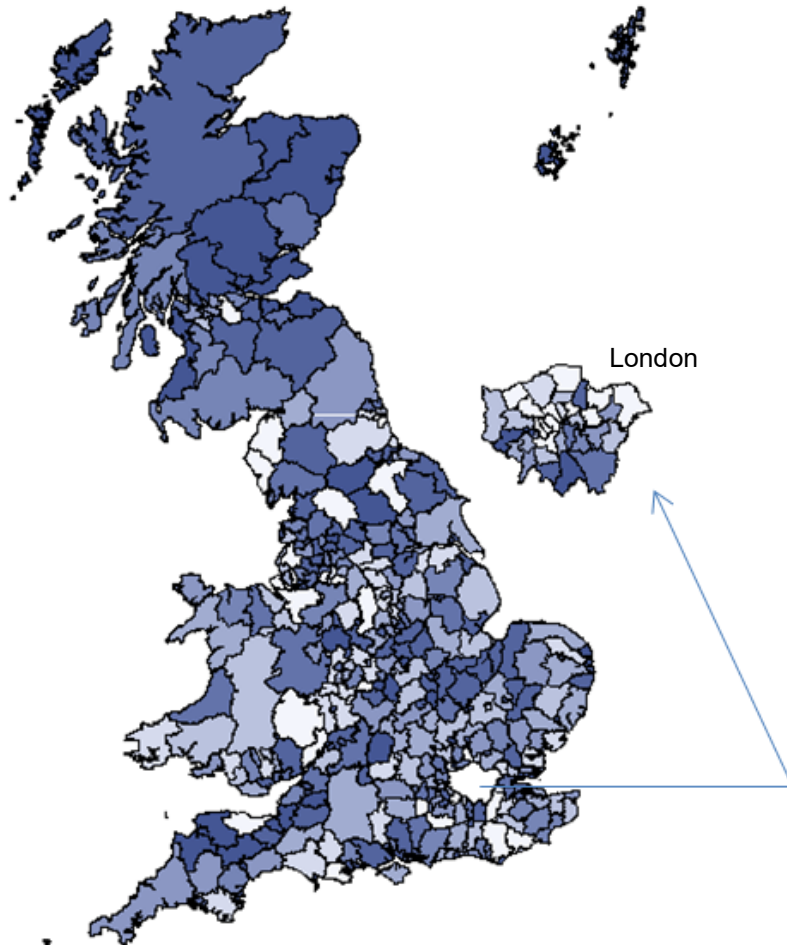
For the full methodology and background please see:
https://www.gov.uk/government/publications/housing-benefit-entitlement-reductions-statistics-background-information-note

Geographical Breakdown of CMI scores.

Scotland outperforming England and Wales by over 9%

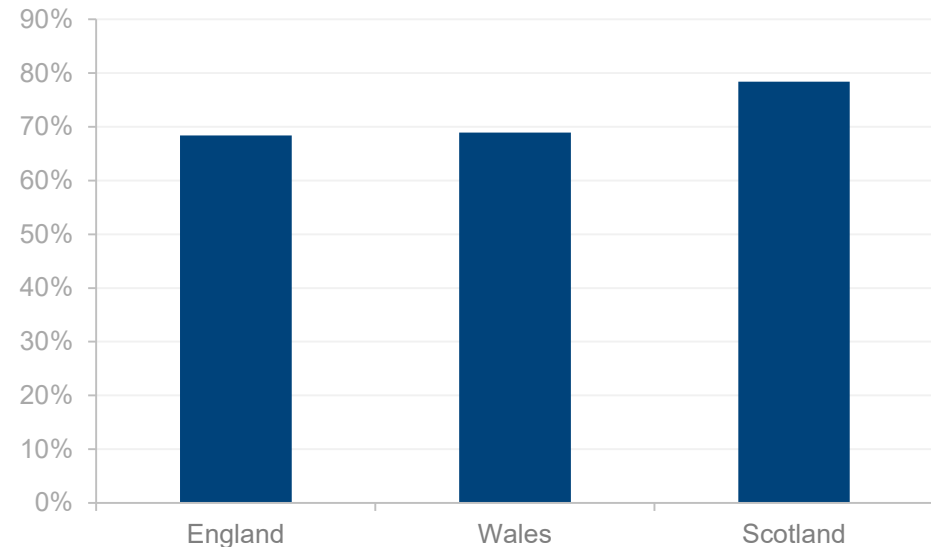**Map of CMI score by LA, with exploded view of London**

The map of Great Britain by Local Authority shows the CMI score for each LA in Q2 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 outperformed the average in England and Wales and Q2 2016/17 is no different. London LAs are the worst performing region with an average CMI score of 65%. Other than Scotland the best region is the South West with an average CMI score of 74%.

See **Table 1_1** for full data.

London

CMI Performance in Q2 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 and Q2 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 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