



National Statistics User Consultation

Child Benefit

Summary of Responses

Knowledge, Analysis and Intelligence:
Benefits & Credits
HM Revenue & Customs

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Chapter 1 Background

Her Majesty's Revenue and Customs (HMRC) currently publish Child Benefit National Statistics covering the number of families in receipt of child benefit and the number of children for whom the benefit was paid annually by geographical analyses. Before 2007, HMRC regularly published a quarterly edition of Child Benefit Statistics by demographic characteristics. In addition, Small Area Data providing detailed annual geographical estimates are available on the HMRC website. A measure of take-up of Child Benefit is provided in an annual publication of take-up statistics published along with tax credits.

The UK Statistics Authority officially assessed Child Benefit National and Official statistics publications during 2009/10, with the report being published in December 2009¹. As a result of the assessment there were five suggestions for improvement:

- a) collect and consider users' views to aid the decision on whether to reinstate the quarterly release
- b) carry out a review of the content and format of the release with users
- c) make the findings of the review of the differences between the quarterly and annual child benefit statistics available on HMRC's website
- d) publish small area information and associated back series on the Neighbourhood Statistics website once the data are reinstated
- e) include a reference to the separate release of Child Benefit figures for Great Britain and Northern Ireland prior to 2003 in publications

In response to these suggestions, a user consultation was established to identify the needs of our customers as well as their feedback on the publications. The consultation ran from 11th July 2011 to 30th September 2011 and covered Child Benefit National Statistics and Official Statistics publications using an on-line survey. There were over 160 responses to the consultation and this report summarises the results.

The consultation has been run in accordance with the Government's Code of Practice on Consultation².

Aims of the consultation

The consultation looked at overall use of the statistics, format of the publications, how often they were used and sought views on whether the quarterly statistics should be reinstated, use and awareness of the Child Benefit take-up statistics and interest in estimates of Child Benefit error and fraud statistics.

Whilst there is no resource available within HMRC for the production of additional publications, there is some scope for changes to be made to the publications within the current programme of work. This consultation sought to understand the needs of the users and to help HMRC identify and prioritise any potential changes within the limited and potentially reduced resources in future years.

The aim was to identify any significant requirements, along with smaller changes that could be implemented, and to consider the additional analysis and resources required to do so. This will lead to potential changes and additions to the publications published during 2012, starting with the child benefit publication due for release in February 2012.

¹ Assessment of Child Benefit Statistics report 23
<http://www.statisticsauthority.gov.uk/assessment/assessment/assessment-reports>

² <http://www.bis.gov.uk/policies/better-regulation/consultation-guidance>

Dissemination

Since the beginning of 2010 HMRC has kept a detailed list of user requests, from this list and from previous email correspondence, a full set of contact details were assembled for people who had previously contacted us concerning our Child Benefit statistics, both within the department and externally. An email was sent to these people advertising the consultation and encouraging them to participate.

The consultation was also advertised through a number of other mediums:

- A news article was placed on the HMRC website
- A twitter announcement was made via the official HMRC account
- Emails were sent to a number of National Academic mailing lists (JISC-mail)
 - RSS-SOCIAL-STATS@JISCMail.AC.UK
 - CHILDPOVERTY@JISCMail.AC.UK
 - OFFICIAL-STATISTICS@JISCMail.AC.UK
 - ALLSTAT@JISCMail.AC.UK
- Announcements were placed on a number of regional and national websites, including:
 - RSS website
 - Neighbourhood Statistics website (through their Neighbourhood Statistics Update)
 - Scottish Neighbourhood Statistics website (as well as ScotStat)

A reminder was also distributed on the 19th September 2011 via email, both to the known list of users as well as the mailing lists.

Consultation Survey

The survey was split into sections.

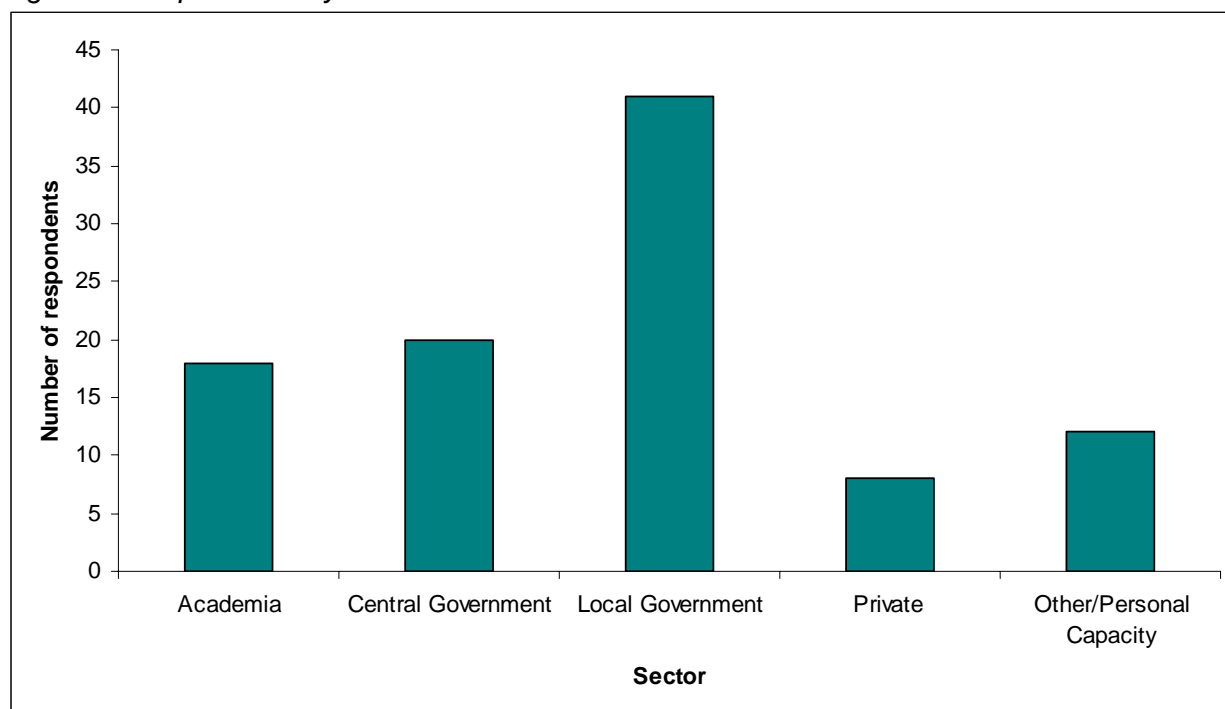
- A. The first section was about the high level usage of statistics, what the information is used for, type of information of interest, at which geographical level and the format of statistics.
- B. The second section asked about the publications in detail starting with the quarterly statistics, their use of the statistics and interest in reinstating the quarterly publication and the benefits of this publication compared with the annual publication. This was followed by questions on the geographical statistics or small area data and on the format and content of the publications. The next sets of questions were on Child Benefit take-up statistics and interest in estimates in error and fraud statistics.
- C. The final section sought to capture some general information about the respondent. They were asked which sector they worked in, and if local or central government, which department/local authority, how they found out about the statistics and then a section for the respondent to leave any further comments or questions.

Chapter 2 Responses and Respondents

The Child Benefit user consultation closed on the 30th September and received 165 responses, of these 91 respondents (55 per cent) had used some of the Child Benefit statistics within the past year, while 74 (45 per cent) had not used any of the published statistics in the past year.

Of the 165 responses, 99 (60 per cent) respondents provided details of the sector they worked in, showing that a wide range of responses were received as presented in figure 1.

Figure 1: Respondents by work sector:



The largest sector to respond to the consultation was from the Local Government sector with 41 responses (41 per cent) to the consultation, representing 24 distinct local authorities including the Greater London Authority.

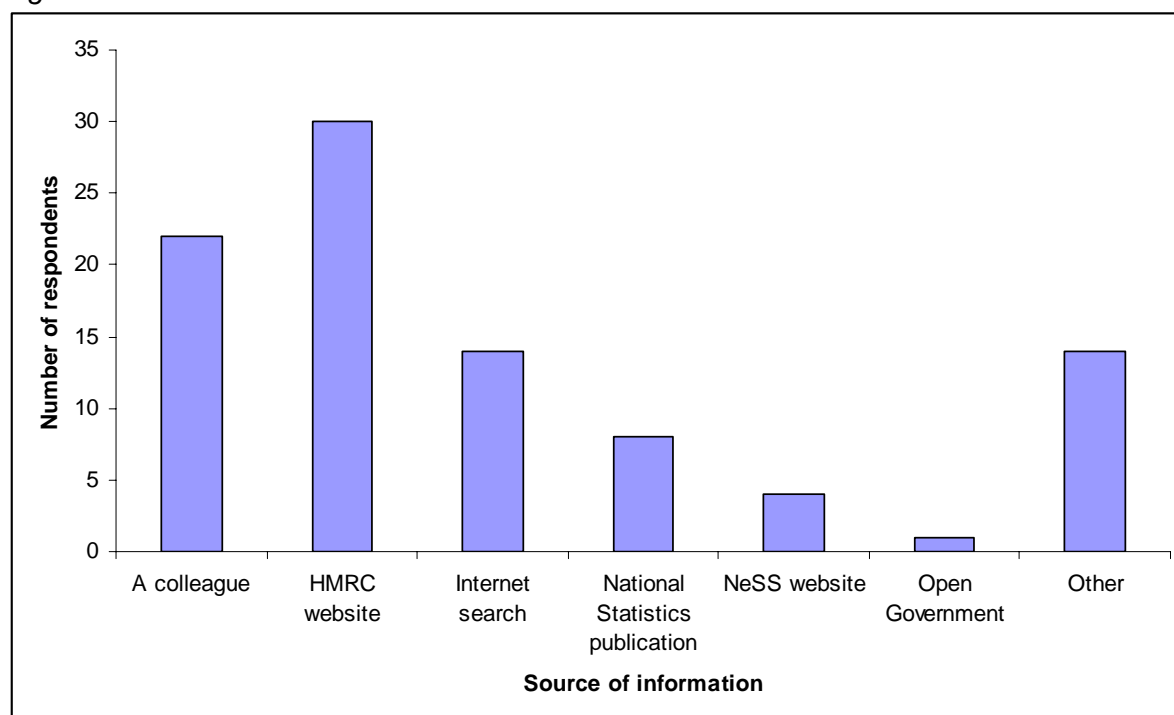
Around one fifth of respondents (20 respondents) were from the Central Government sector with replies from the Office for National Statistics (ONS), Department of Work and Pensions (DWP), Her Majesty's Treasury (HMT), Department for Education (DfE), Department of Health (DH), the Scottish Government and from HMRC.

There were 18 responses from academia, 9 responses from the private sector, and a further 12 responses either in a personal capacity or from Other work sectors, which included respondents from the National Health Service (NHS), charities and the voluntary sector.

There were 97 responses to the question about the source of information on the statistics and the results are shown in figure 2. There were 30 respondents who found out about Child Benefit statistics through the HMRC website, (31 per cent). While 22 respondents (23 per cent) found out about the statistics through a colleague and 14 respondents (14 per cent) found the statistics through an internet search. The Neighbourhood statistics website, National Statistics publication hub and open government sources were mentioned by 13

respondents, other sources of information about the statistics included JISC mail-mailing lists, rightsnet website and through our invitation to answer the survey.

Figure 2: Source of information on Child Benefit Statistics



No use of statistics in the past year

Of the 74 respondents who have not used the Child Benefit Statistics in the past year, 39 respondents answered the question on why they had never used the statistics. Almost half felt that the statistics did not contain the information that they were interested in; there were less than 5 responses where the respondents said that they do not understand the statistics, with no mentions of the data being out of date. The other category for this question attracted 18 responses, and the feedback was mainly around a lack of awareness of the statistics or that the respondents did not need to use them.

There were a further 20 responses to the question on what could we do to enable use of the statistics, these included suggestions on promoting awareness of the statistics. Other comments were from respondents answering the survey to feedback information or to draw our attention to areas of interest about the statistics.

- *Awareness of data set, making requests for additional analysis etc*
- *Add a link for statistics on the webpage for logging into personal tax page.*
- *Make agencies aware that the documents exist*
- *Greater publicity about existence and availability*
- *Usability is fine*
- *Have some agreement/contract to share data with other Government departments*
- *Not currently relevant to my research.*

Chapter 3 Uses of the Statistics

The following chapter summarises respondents' use of Child Benefit statistics.

Of the 91 respondents who have used the statistics within the past year, 80 answered the questions regarding the publications. Over half (46 respondents) used the statistics once or twice a year, while just over a quarter (22 respondents) used the statistics every quarter or more, and 15 per cent (12 respondents) use the statistics less than once a year. There were 11 respondents who mentioned that they had used the statistics within the past year but did not answer the other questions in the survey.

Generally what do you use the statistics for?

The most popular use of the statistics is for research purposes, followed by using the statistics for regular reporting/analysis and ad-hoc reporting/analysis and there were a few respondents who were investigating the usefulness of the statistics.

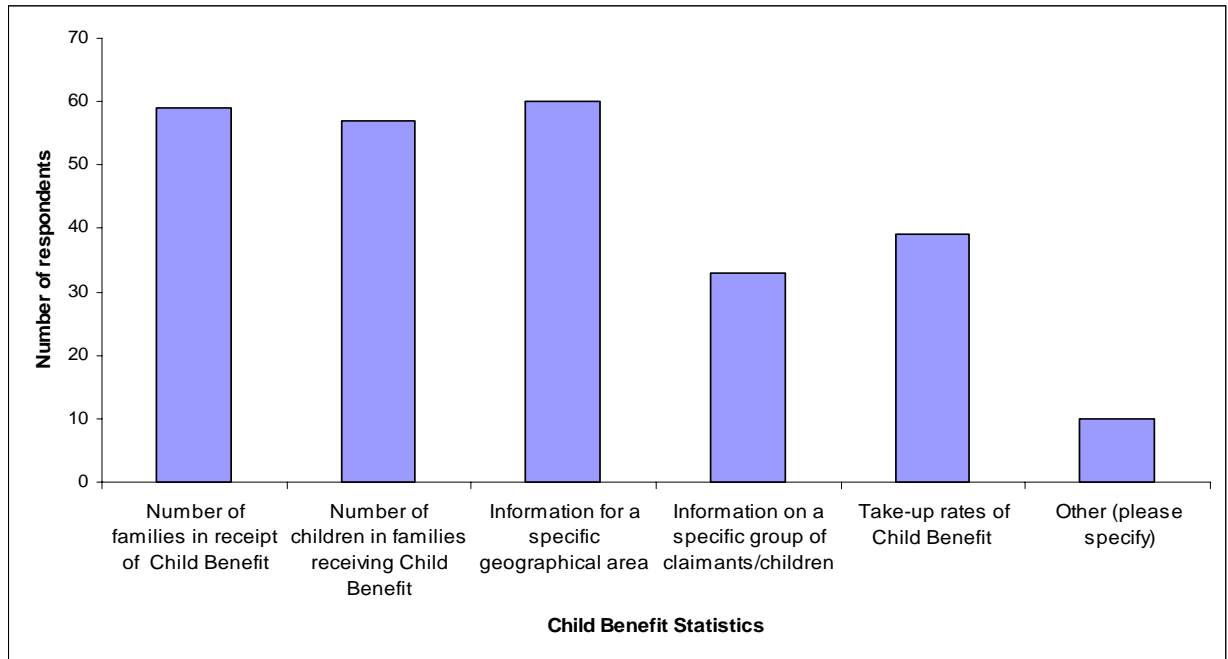
Other uses of the statistics which were not covered under the survey categories include:

- *To feed into national health and wellbeing profiles indicators*
- *Childcare Sufficiency Assessment*
- *Improving targeted sampling for Social research projects*
- *Quality Assurance of underlying data*
- *Check of children in the LA for provision of school places*
- *Monitoring National Indicators (NI116 NI118)*
- *Comparing Child Benefit to other data sources including population estimates and school census*

What information are you interested in?

Generally, most of the 80 respondents who answered this question were interested in information on a specific geographical area, followed by a similar interest in the number of families in receipt of Child Benefit and number of children in families receiving Child Benefit. There was slightly less interest in information on specific groups of claimants/children and take-up rates of child benefit, the results are shown in figure 3.

Figure 3: Type of Child Benefit information which is of interest to respondents



How do you use our statistics?

There were 75 responses to the question on the use of statistics. Almost half of the respondents reported that they use the statistics to look at time series, followed by those who use only a specific release. A third of responses mentioned they used the statistics for comparisons with benefits administered by DWP and around a quarter of responses mentioned that they link the statistics to other data sources (mainly for population estimates or patient registers). There were 14 responses who mentioned that the statistics were relevant for benefit reforms.

At what geographical level do you use the statistics?

The most popular uses of the data were at small area level (LSOA/Data Zone) and Local/Unitary Authority level, followed by UK or individual country and regional levels. There were a few mentions of use by Parliamentary Constituency level.

Other geographical areas mentioned by respondents included:

- *Ward level*
- *Census Output Areas*
- *Children Centre Reach area*

There were 15 further comments on other geographical classifications which were of interest; these included Output Area estimates, Children Centre reach area, postcode level and Ward/Statistical Ward level. **[CP1 (Consideration Point 1)]³**

³ The consideration points cover comments which we will explore as part of understanding the needs and potential changes to the Child Benefit statistics. A summary of consideration points can be found in Chapter 5

What format would you like the statistics available in?

The Child Benefit publications on the HMRC website are available in Portable Document Format (PDF) and Microsoft Excel (XLS) formats.

Respondents were asked to select all of the formats that they would like the statistics available in. The majority of respondents (89 per cent) like that the statistics are available in Microsoft Excel format, a delimited (CSV) format was mentioned by 31 per cent of the respondents **[CP2]**, while a PDF format mentioned by 11 per cent and XML format mentioned by 4 per cent of respondents. There were no other formats which were of interest to the respondents who answered the question.

Chapter 4 Publications

This chapter summarises the responses on the statistical publications.

Quarterly Statistics

There were 75 respondents who chose to answer the question on the use of the quarterly statistics. Nearly two thirds of respondents (59 per cent) do not use the quarterly statistics, while 31 (41 per cent) respondents use the quarterly statistics.

Would you like the quarterly statistics reinstated?

Following the Child Benefit data loss in 2007 and the subsequent changes in the analytical data feeds, the quarterly statistics publications were halted. Due to resource constraints only the annual publication was reintroduced and not the individual quarterly publications and this consultation sought the views of users as to whether this publication should be reinstated as well as how the statistics were used.

Of the 33 respondents who answered the question, 23 mentioned that they would like the statistics reinstated, while 10 selected the 'don't know' option. **[CP3]**

In the consultation we sought feedback on why respondents would like the quarterly statistics reinstated and what this publication offers that the annual geographical statistics do not provide, 12 respondents provided further comments.

The common theme in support of the quarterly publication is that it was considered timelier and provides up-to-date information.

- *More relevant in terms of targeted outreach.*
- *More detail for trend-analysis*
- *A more targeted range quickly accessed independently of other statistics.*
- *Allow identification over a shorter period (even 6 monthly would be an improvement) so we can view any short term changes or spikes and investigate any reasoning behind this*
- *More regular updates to monitor progress of indicators throughout the year.*
- *Able to follow any trend changes throughout the year*

Lastly for the quarterly publication section, 6 respondents provided further comments on the statistics.

- *Please fill the gaps since 2007.*
- *Might be simpler to do rolling quarterly averages over the last 4 quarters so that these reflect what performance might be for the whole year. **[CP4]***
- *They are useful but not necessary. For my use consistency of publication timing is more important.*

Geographical Statistics and Small Area Data

The following section summarises the responses about the geographical statistics and the small area data. Detailed annual geographical estimates by small area data to Lower Layer Super Output Area (LSOA) in England and Wales and Data Zones in Scotland are published annually on the HMRC website.

Of the 73 respondents who answered the question relating to use of the geographical statistics or small area data, the majority (81 per cent) have used the geographical statistics, while 19 per cent did not use the statistics.

Is the introductory section on Child Benefit useful and informative?

The majority of the 59 respondents (78 per cent) who answered the question found the introductory section on Child Benefit useful and informative, while 3 respondents (5 per cent) did not find the section useful and informative, and 10 respondents (17 per cent) selected the 'don't know' option.

There was just one comment on how the introduction could be changed and the respondent felt there could be information about what had changed in the introduction. [CP5]

Is there sufficient technical information included about how the estimates were produced?

Of the 58 responses, the majority (78 per cent) of respondents felt that there was enough technical information, while a few did not think there was enough information or chose the 'don't know' option.

Other information suggested for inclusion within the geographical or small area statistics publication were:

- *A standard report on methodology*
- *More on the quality of the geographic referencing and more on the quality of the matching to the tax credits data*
- *Time lag data*

Is 31st August a useful reference date for the statistics?

Of the 57 responses to the question on the 31st August reference date, 37 respondents (65 per cent) found the date useful, 11 respondents (19 per cent) did not find this date useful, while 9 respondents (16 per cent) selected the 'don't know' option.

Other dates of interest included a mid-year date, dates to match/harmonise with DWP data and financial or calendar year estimates: [CP6]

- *30 June would probably have the widest use, but having dates to match other benefit data would also be useful*
- *Financial year (31st March) and Calendar year (31st December)*
- *If possible, from 6th April (start of the financial year) would probably be easiest.*
- *Mid-Year would also be useful to coincide with population statistics*
- *31 December or January or a mid year date*
- *30th June would be better for comparison with mid year*

Within the geographical statistics are the charts/graphs useful in interpreting the statistics?

More than half of the respondents who answered the question (54 per cent) felt the commentary was useful, while 7 per cent respondents did not find the commentary useful, although nearly a quarter of respondents chose the 'don't know' (39 per cent) option.

If yes, what do you like about them?

Of the 31 respondents who felt the commentary, charts and graph were useful, we received a further 17 comments on the areas that were liked.

Most respondents felt that the overview/chart/graphs helped with the interpretation of the data while looking at the trends.

- *Helps provide context and understanding of the figures*
- *Discussion around trends in the data*
- *The data has proved an accurate source of child numbers and also allows comparisons to other geographic areas.*
- *Graphical representations assist comparisons; the classic picture paints a thousand words.*
- *Commentary helps with the understanding of the data*

There was an option for respondents who answered no (or don't know) about the usefulness of the commentary to provide further comments on how it could be altered to make it more useful. This attracted a further eight responses, the majority of these responses were to clarify that they do not use the commentary or they were interested in the data for their own analysis:

- *As we are usually looking at small area data within one LA, up to now charting the data has not been a priority*
- *Make the data available on a click through [CP7]*
- *Not previously tried to use the charts, so cannot really comment on their usefulness.*

Are there any tables you would like to see changed?

Of the 56 respondents who answered this question, 32 (57 per cent) mentioned that they would not like to change any of the tables. There were 5 respondents who would like to change the tables, while 19 respondents chose the 'don't know' option.

Suggestions for changes to the tables included:

- *It is useful to have LSOA data which includes a column for "families with 5 or more children" - this has been provided on request and perhaps might be considered as a standard output. [CP8]*
 - *Indicators work by comparison over time. Give us data that can be compiled and compared.*
 - *It would be really useful to have population figures based on child benefit combined with tax credit data to enable calculation of proportion of children in poverty by specific sub-group*
 - *Would be good if this data was available via NOMIS Wizard Advanced Query, so that one could also choose age bands more flexibly - eg 14 - 17 year old, depending on what data needed for. [CP9]*
-

Are there any additional tables that you would like to see?

There were 9 respondents who made suggestions for additional tables on geographical or small area statistics, these included requests for information on ethnicity, country of birth of parents and residency of child, expenditure based at region or at ward level, time-series (although not specified) and details on families with larger claims:

[CP10]

- *Take-up by age cohort payment by place in the income distribution and in relation to HBAI figures*
- *When the rules on eligibility to child benefit change, a count of those not eligible by LSOA would help preserve the integrity of the data.*
- *Would be useful to have more information such as age-group of parents and ethnic group if this is collected*
- *More detail on the families with large claims would be helpful.*
- *Spend by region and ward level data.*

Do you have other comments regarding this (geographical) publication?

There were 15 responses mainly with comments on the usefulness of the statistics.

- *It would be helpful if these data were made available through ONS Neighbourhood Statistics Web Service - there being increasing moves towards automation of data delivery and associated cost savings*
- *Would be better to make the data available at anonymised level for case by case analysis, to enable correlations etc to be analysed [CP11]*
- *All geography names in the same column would be nice. This refers to the geographic analysis table [CP12]*
- *The Small Area Child Benefit statistics and other small area data are absolutely essential to our work profiling precise geographical areas.*
- *Very useful for Population quality assurance and for family size information not available elsewhere.*

Child Benefit Take-up rates

The following section considers the views of respondents to the Child Benefit take-up statistics published annually along with the tax credits take-up estimates.

Do you know how to access the Child Benefit Take-Up Rates?

There were 67 responses to this question, over a third of respondents (37 per cent) said that they had accessed and looked at the take-up rates, while 19 per cent, knew how to access them but had not looked at them, a further 28 per cent of respondents said they did not know how to access the publication, while 15 per cent chose the don't know option.

Of the 25 respondents who knew how to access the child benefit take-up publication, 20 respondents found the publication useful, while the remaining 5 respondents did not find the publication useful or chose the don't know option.

Do you have further comments regarding this publication?

There were 7 further comments received on the publication which included [CP13]:

- *As commented previously (under geographic data) it would be helpful to have the data delivered via the ONS Neighbourhood Statistics web service*
- *A bit too technical in format*
- *Given that the threshold for child benefit will change from 2012, would you publish data on how many children would have been eligible if the threshold was not applied?*
- *It would be nice to have it in a format that can be imported into excel/statistics packages and analysed.*
- *Too much of a time delay on take-up rates*

Child Benefit Error and Fraud Statistics

The following section summarises the responses to the questions on estimates of Child Benefit error and fraud statistics.

Would you be interested in estimates of Child Benefit Error and Fraud?

There were 67 respondents who chose to answer the questions on Child Benefit error and fraud, of these 43 per cent (29 respondents) said that they would be interested in estimates of error and fraud, while 42 per cent (28 respondents) would not be interested in estimates, the remaining 10 respondents (15 per cent) selected the don't know option. [CP14]

If yes, what would you specifically be interested in?

Of the 29 respondents who were directed to this question, 24 respondents provided further comments.

The main areas of interest were on the number and value of error and fraud and the suggestion that error and fraud numbers would help to assess the accuracy of Child Benefit data:

- *It would improve transparency.*
- *Both, for official error, claimant error and claimant fraud separately*
- *Numbers would be of more use than value and confidence of the same.*
- *The break down between fraud and official error rather than the combined figures showing the individual numbers.*
- *Number and value for each family type i.e. lone parent*
- *Accuracy rates at local levels*
- *Numbers of errors and fraud to assess validity of totals.*

Chapter 5 Summary of feedback

The following lists provide a summary of the key consideration points from the consultation. There are a few points that appear fairly frequently and these have been shown in the first section. Each section after that provides the feedback received for each area of the consultation.

General / Common considerations

- 1 Availability of additional geographical breakdowns, specifically ward level or output area statistics. **[CP1]**
- 2 Making the statistics available in CSV format. **[CP2]**
- 3 All geographical names in same column for geographic analysis tables. **[CP12]**
- 4 Make data available via an interactive web service similar to NOMIS. **[CP9]**
- 5 Data available at anonymised individual level. **[CP11]**
- 6 Make data for charts or publications more accessible. **[CP7]**

Quarterly statistics

- 7 Reinstating the quarterly Child Benefit statistics publication from 2007. **[CP3]**
- 8 Consider rolling quarterly averages. **[CP4]**

Geographical statistics

- 9 Add information on what has changed in the introduction. **[CP5]**
- 10 Consider suggestions for other dates of interest for the statistics including a mid-year or calendar year estimate for Child Benefit data. **[CP6]**
- 11 Include families with 5 or more children as standard output. **[CP8]**
- 12 Additional tables with statistics based on ethnicity or country of birth of parents or broken down by expenditure. **[CP10]**

Take-up Statistics

- 13 Comments on the availability and format. **[CP13]**

Error and Fraud statistics

- 14 Consider interest in estimates of error and fraud statistics. **[CP14]**

Chapter 6 Consideration and Initial Response

Although further and detailed consideration will need to be given to the majority of the points, there are some that cut across a number of publications that can be discussed immediately.

Presentation and format

In Section A we raised the issue of publishing the tables in CSV format. There was some interest in this suggestion ([CP2]) and **it is something that we need to consider in more detail**. A CSV formatted document would contain all records in one sheet with no spaces and with a consistent and standard set of columns.

Additional Geographies

A number of respondents asked about the possibility of producing statistics for different geographical boundaries, primarily Wards and Output Areas ([CP1]), but also a number of specialist neighbourhood geographies.

One reason behind publishing the Small Area Data was a hope that this would enable a number of people to construct statistics for their own local or regional geographies by using the LSOA's as a building block. This has occurred on a number of occasions, but there have also been ad-hoc requests from other customers for tailored geographical analysis.

Above everything, data security and non-disclosure are priorities when considering what statistics to publish. Whilst it is possible to provide additional geographical breakdowns for the Geographical statistics they would require additional resource to produce, and as such **they will be considered alongside the other requests as part of the overall assessment of the points raised within this consultation**.

Interactive analysis

There were a couple of responses asking for a more interactive web service on the HMRC website to allow for interrogation of the statistics, similar to the one provided by NOMIS for labour market statistics ([CP9]). Whilst we agree that the current presentation of pre-determined tables and publications is sometimes not the most useful method of releasing the data, it is unfortunately all that is available at the moment.

Whilst HMRC can consider the format that the tables are made available in, i.e. CSV, there are no funds available to provide an HMRC statistics orientated web service or tabulation tool. **Therefore an HMRC interactive web tool is not currently an option.**

The Small Area Data is already shared with the various Neighbourhood Statistics sites which do allow for detailed geographical analysis and comparisons over time **and HMRC can look to see whether the statistics could be included in other existing sites**, such as NOMIS.

Chapter 7 Next Steps

A number of points have already been considered as part of the discussion in the previous chapter, some of which HMRC will investigate, but there are a number that need to be considered together, especially the requests for further geographical breakdowns, or additional analysis tables or breakdowns within the publications.

The next step will be for HMRC to consider all of the remaining issues raised via this consultation, and to identify changes to the processes or publications that best meet the needs of the users, whilst also considering the HMRC resource requirement as well as competing priorities. This will happen over the next 2-3 months and a report summarising the considerations and proposed changes will be **published by mid-2012**. After publication of this report HMRC would welcome any additional comments that you may have regarding the decisions made.

When agreement is reached about changes to the publications, HMRC will look to **incorporate the changes (whenever possible and feasible) into the next pre-announced publication:**

If there are any new publications, rather than changes to current publications, then these will be pre-announced on the HMRC website and the National Statistics Publication Hub prior to release.

Although the consultation period has closed, HMRC are always keen to engage with users and to hear any views they may have on suggestions for improvements to the publications. HMRC also provide an ad-hoc enquiry service and will continue to do so, answering queries and providing advice concerning the current publications and also answering requests for specific additional analysis and geographical breakdowns. Contact details can be found within any of the current publications or on the HMRC website⁴.

Alongside this consultation HMRC are also running a consultation covering the Tax Credits National and Official Statistics. Consideration will need to be given to the issues raised within that consultation, especially any issues that cut across publications, such as the format of the statistics and the wider dissemination. A separate set of reports covering the Tax Credits consultation will be published on the HMRC website.

⁴ http://www.hmrc.gov.uk/stats/update_calendar/enquiry_2.htm for contact details, and <http://www.hmrc.gov.uk/stats/stats-user-engagement.htm> for overall feedback.

Annex A Questionnaire

Section A: Access to and usage of current publications

- 1) Have you used any of the following statistics within the past year:
Quarterly Statistics; Geographical Statistics; Small Area Data; Take-Up rates?
Yes/No

If yes:

- 2) How frequently do you use the statistics?
Every quarter or more
Once or twice a year
Less than once a year
- 3) Generally, what do you use the statistics for? (tick all that apply)
Regular reporting/analysis
Adhoc reporting/analysis
Investigating their usefulness
Research purposes
Other (please specify)
- 4) What information are you interested in? (tick all that apply)
Number of families in receipt of Child Benefit
Number of children in families receiving Child Benefit
Information for a specific geographical area
Information on a specific group of claimants/children
Take-up rates of Child Benefit
- 5) How do you use our statistics? (tick all that apply)
Use only a specific release
Look at the time series
Link it to other data sources (please specify)
Comparison with benefits administered by DWP
Relevant for benefit reforms
Other (please specify)
- 6) At what geographical level do you use the statistics? (tick all that apply)
UK or individual country
Regional, i.e. North East, London
Local/Unitary Authority
Parliamentary Constituency
Small Area Data (LSOA / Data Zone)
Other (please specify)
- 7) Would you like to see any other geographical classifications available? And if so, which ones.
- 8) What format would you like the statistics available in? (tick all that apply)
Portable Document Format (PDF)
Microsoft Excel (XLS)
Delimited (i.e. CSV)
-

XML
Other (please specify)

Section B: Usage of Statistics

Quarterly Statistics

9 A) Do you use the Quarterly Statistics?
Yes/No

If yes:

10 1) Would you like the quarterly statistics reinstated?
Yes/No/Don't Know

11.2) If yes, what do they offer that the annual geographical statistics do not?

12 3) Do you have any other comments regarding the quarterly statistics?

Geographical and Small Area data

13 B) Do you use either the Geographical Statistics or the Small Area Data?
Yes/No

If yes:

14 1) Is the introductory section on Child Benefit useful and informative?
Yes/No/Don't Know

15 2) If no, what would you like to see in the introduction?

16 3) Is there sufficient technical information included about how the estimates were produced?
Yes/No/Don't Know

17 4) If no, what would you like to see in the publication?

18 5) Is 31st August a useful reference date for the statistics?
Yes/No/Don't Know

19 6) If no, what other date(s) would you require?

20 7) Within the geographical statistics, are the commentary and charts/graphs useful in interpreting the statistics?

21 8) If yes, what do you like about them?

22 9) If no, could they be altered to make them more useful?

23 10) Are there any tables you would like see changed?
Yes/No/Don't Know

24 11) If yes, which ones and how?

25 12) Are there additional tables that you would like to see?
Yes/No/Don't Know

26 13) If yes, what would they look like?

27 14) Do you have any other comments regarding this publication?

Child Benefit Take-Up Rates

28 1) Do you know how to access the Child Benefit Take-Up Rates? (They are published together with the Tax Credit Take-Up Rates)

Don't know

Yes - I have looked at them

Yes - But I haven't looked at them

No

29 2) If yes, do you find the publication useful?

30 3) Do you have any other comments regarding this publication?

Child Benefit Error and Fraud estimates

31 1) Would you be interested in estimates of Child Benefit Error and Fraud?

Yes/No/Don't Know

32 2) If yes, what would you specifically be interested in? (i.e. the number of awards with error and/or fraud, estimates of the value of error and fraud)?

Overall

If answered No to Question 1) have you used any of the following statistics within the past year?

33 1) Why have you never used the statistics?

I don't understand them

They do not contain the information I am interested in

They are too out of date

Other (please specify)

34 2) What could we do to enable you to use the statistics?

Section C: User Information

35 1) What sector do you work in?

Central Government

Local Government

Academia

Private Sector

Personal Capacity

Other (please specify)

36 2) Which Department / Local Authority are you from?

37 3) How did you find out about our statistics?

HMRC website

Open Government (data.gov.uk)

National Statistics Publication Hub (www.statistics.gov.uk)

Neighbourhood Statistics website

A colleague

Internet Search
Other (please specify)

38) If you would like to make any further comments on our statistics or this statistical review, please make them below. We're very keen to hear the thoughts of our users, and both welcome and encourage feedback.