

Benefits administration

Housing benefit and council tax benefit

1. The gross administration cost per case

What the indicator reports

This indicator shows the average administration cost in each council of dealing with housing benefit and council tax applications. The indicator allows costs to be more directly comparable by weighting the caseload mix using the housing and council tax benefit subsidy distribution formula.

Points to bear in mind

A council may choose to provide a high level of advice and counselling to claimants. The costs of such services will add to the cost to be reported in this indicator.

Benefit claims may be more numerous or more complicated in areas where:

- there is a high proportion of people who live at two or more addresses during the year
- there is a high proportion of applications from people in privately rented accommodation, for which the application process is more complex
- there are more people in shared accommodation, for which the application process is also more complex.

In these cases, the time taken to collect all the information needed to process a claim may be longer. This will be reflected in the costs of providing the service.

2. The time for processing applications from the date of receipt of the application to the day on which the claim is decided.

Type of claim	Number of claims	Average time to process
new claims		
notifications of changes of circumstances		

What the indicator reports

This indicator shows the average time taken to process applications for different types of benefits. The indicator aims to drive forward improvements in housing and council tax benefit service delivery by encouraging councils to provide a faster, more accurate, more secure service which is better integrated with other benefit providers.

Points to bear in mind

This indicator measures the efficiency of the council in processing housing benefit and council tax benefit applications. The major influencing factors will be the management and level of resources given to the task.

This indicator shows the average overall time for dealing with applications, which is important from the applicant's perspective since it is the elapsed time experienced by them.

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3.
 - a) The percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination, for a sample of cases checked post-determination
 - b) The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year

What the indicator reports

Checking a percentage of benefit calculations for accuracy is considered to be good benefits practice. The first part of this indicator reports the proportion of benefit cases that were calculated correctly.

Part b) reports the percentage of recoverable overpayments that that were recovered in the year.

Points to bear in mind

For part a) councils require to sample at least 500 cases throughout the year ensuring that different types of claims are selected. A sampling methodology to select cases should also be in place. Councils with very small caseloads should sample 20% of the caseload in order to provide reasonable confidence limits.

Recoverable overpayments mean a departmental error overpayment, a fraudulent overpayment, an authority error overpayment, or a technical overpayment (each of these are defined in Article 18 of the Income-related Benefits (Subsidy to Authorities) Order 1998.

Overpayment caused by a mistake by the claimant or person acting on their behalf is also included, as well as any other type of overpayment.

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Benefits Administration	Indicator 1					
	Average rent rebate caseload			Weighted rent rebate caseload		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	12,221	12,100	12,476	12,221	12,100	12,476
Aberdeenshire	6,684	6,625	6,892	6,684	6,625	6,892
Angus	4,343	4,361	4,614	4,343	4,361	4,614
Argyll & Bute	3,498	3,299	3,303	3,498	3,299	3,303
Clackmannanshire	3,300	3,088	3,205	3,300	3,088	3,205
Dumfries & Galloway	6,756	105	156	6,756	105	156
Dundee City	11,328	10,666	10,689	11,328	10,666	10,689
East Ayrshire	9,082	9,149	9,208	9,082	9,149	9,208
East Dunbartonshire	3,008	2,884	2,509	3,008	2,884	2,509
East Lothian	4,319	4,250	4,278	4,319	4,250	4,278
East Renfrewshire	2,290	2,632	2,169	2,290	2,632	2,169
Edinburgh, City of	18,371	17,185	17,353	18,371	17,185	17,353
Eilean Siar	1,118	1,030	1,143	1,118	1,030	1,143
Falkirk	10,547	10,363	10,313	10,547	10,363	10,313
Fife	20,627	20,618	20,096	20,627	20,618	20,096
Glasgow City	64,315	685	1,475	64,315	685	1,475
Highland	9,384	9,019	9,245	9,384	9,019	9,245
Inverclyde	6,412	6,166	6,016	6,412	6,166	6,016
Midlothian	2,915	2,872	2,830	2,915	2,872	2,830
Moray	3,077	3,045	3,124	3,077	3,045	3,124
North Ayrshire	9,750	9,518	9,818	9,750	9,518	9,818
North Lanarkshire	27,011	26,288	25,955	27,011	26,288	25,955
Orkney Islands	448	430	425	448	430	425
Perth & Kinross	4,438	4,101	4,400	4,438	4,101	4,400
Renfrewshire	11,742	9,969	10,603	11,742	9,969	10,603
Scottish Borders	3,234	28	19	3,234	28	19
Shetland Islands	801	805	839	801	805	839
South Ayrshire	6,343	6,184	6,110	6,343	6,184	6,110
South Lanarkshire	22,037	21,252	20,339	22,037	21,252	20,339
Stirling	4,235	4,042	3,927	4,235	4,042	3,927
West Dunbartonshire	8,309	8,026	8,041	8,309	8,026	8,041
West Lothian	8,475	8,378	8,412	8,475	8,378	8,412
Scotland	246,103	229,163	229,982	246,103	229,163	229,982

Benefits administration

Benefits Administration	Indicator 1					
	Average private rented sector caseload			Weighted private rented sector caseload		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	1,446	1,218	1,197	3,760	3,167	3,112
Aberdeenshire	1,329	1,432	1,510	3,455	3,723	3,926
Angus	1,124	1,145	1,314	2,922	2,977	3,416
Argyll & Bute	1,180	1,127	1,269	3,068	2,930	3,299
Clackmannanshire	332	338	328	863	879	853
Dumfries & Galloway	1,885	1,859	1,965	4,901	4,833	5,109
Dundee City	3,040	2,832	2,909	7,904	7,363	7,563
East Ayrshire	834	892	924	2,168	2,319	2,402
East Dunbartonshire	423	356	453	1,100	926	1,178
East Lothian	597	604	614	1,553	1,570	1,596
East Renfrewshire	435	725	478	1,131	1,885	1,243
Edinburgh, City of	5,733	5,694	6,745	14,906	14,804	17,537
Eilean Siar	196	186	155	510	484	403
Falkirk	868	885	878	2,257	2,301	2,283
Fife	2,773	2,895	2,920	7,210	7,527	7,592
Glasgow City	9,032	9,983	10,171	23,483	25,956	26,445
Highland	1,720	1,613	1,726	4,472	4,194	4,488
Inverclyde	923	971	1,092	2,400	2,525	2,839
Midlothian	437	471	504	1,136	1,225	1,310
Moray	741	747	748	1,927	1,942	1,945
North Ayrshire	1,120	1,302	1,373	2,912	3,385	3,570
North Lanarkshire	1,513	1,672	1,860	3,934	4,347	4,836
Orkney Islands	212	219	215	551	569	559
Perth & Kinross	1,621	1,588	1,611	4,215	4,129	4,189
Renfrewshire	1,611	1,507	1,642	4,189	3,918	4,269
Scottish Borders	1,001	986	1,032	2,603	2,564	2,683
Shetland Islands	51	46	56	133	120	146
South Ayrshire	1,428	1,442	1,492	3,713	3,749	3,879
South Lanarkshire	1,941	2,053	2,066	5,047	5,338	5,372
Stirling	426	436	456	1,108	1,134	1,186
West Dunbartonshire	366	407	451	952	1,058	1,173
West Lothian	1,609	1,656	1,768	4,183	4,306	4,597
Scotland	38,915	49,287	51,922	101,183	128,147	134,998

Benefits administration

Benefits Administration	Indicator 1					
	Average registered social landlord caseload			Weighted registered social landlord caseload		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	1,564	1,932	2,138	2,972	3,671	4,062
Aberdeenshire	1,459	1,590	1,765	2,772	3,021	3,354
Angus	1,381	1,506	1,659	2,624	2,861	3,152
Argyll & Bute	1,420	1,310	1,352	2,698	2,489	2,569
Clackmannanshire	1,002	1,064	1,077	1,904	2,022	2,046
Dumfries & Galloway	1,749	8,185	8,502	3,323	15,552	16,154
Dundee City	4,639	4,559	4,701	8,814	8,662	8,932
East Ayrshire	1,998	2,081	2,157	3,796	3,954	4,098
East Dunbartonshire	543	628	971	1,032	1,193	1,845
East Lothian	960	1,067	1,101	1,823	2,027	2,092
East Renfrewshire	753	714	785	1,431	1,357	1,492
Edinburgh, City of	8,260	8,302	8,901	15,694	15,774	16,912
Eilean Siar	49	41	53	93	78	101
Falkirk	1,380	1,460	1,512	2,622	2,774	2,873
Fife	4,092	4,123	4,193	7,775	7,834	7,967
Glasgow City	27,211	86,793	85,226	51,701	164,907	161,929
Highland	2,338	2,355	2,577	4,442	4,475	4,896
Inverclyde	2,136	2,159	2,305	4,058	4,102	4,380
Midlothian	1,785	1,794	1,812	3,392	3,409	3,443
Moray	603	728	816	1,146	1,383	1,550
North Ayrshire	2,255	2,410	2,578	4,285	4,579	4,898
North Lanarkshire	5,020	5,211	5,440	9,538	9,901	10,336
Orkney Islands	196	191	202	372	363	384
Perth & Kinross	1,226	1,354	1,562	2,329	2,573	2,968
Renfrewshire	4,048	4,114	4,367	7,691	7,817	8,297
Scottish Borders	2,772	5,827	6,076	5,267	11,071	11,544
Shetland Islands	79	93	97	150	177	184
South Ayrshire	860	944	1,009	1,634	1,794	1,917
South Lanarkshire	3,498	3,629	3,689	6,646	6,895	7,009
Stirling	820	826	855	1,558	1,569	1,625
West Dunbartonshire	3,214	3,321	3,389	6,107	6,310	6,439
West Lothian	2,643	2,843	2,968	5,022	5,402	5,639
Scotland	64,742	163,154	165,835	123,010	309,996	315,087

Benefits administration

Benefits Administration	Indicator 1					
	Average council tax benefit caseload			Weighted Council Tax Benefit caseload		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	16,611	16,788	17,572	18,272	18,467	19,329
Aberdeenshire	11,573	11,776	12,776	12,730	12,954	14,054
Angus	8,190	8,461	9,288	9,009	9,307	10,217
Argyll & Bute	7,893	7,504	7,218	8,682	8,254	7,940
Clackmannanshire	5,366	5,102	5,438	5,903	5,612	5,982
Dumfries & Galloway	12,503	12,282	10,473	13,753	13,510	11,520
Dundee City	21,288	20,452	20,723	23,417	22,497	22,795
East Ayrshire	13,761	14,515	15,120	15,137	15,967	16,632
East Dunbartonshire	5,853	5,709	5,960	6,438	6,280	6,556
East Lothian	7,101	6,980	7,433	7,811	7,678	8,176
East Renfrewshire	4,940	4,419	4,918	5,434	4,861	5,410
Edinburgh, City of	38,722	37,427	39,553	42,594	41,170	43,508
Eilean Siar	2,979	2,794	3,092	3,277	3,073	3,401
Falkirk	14,434	14,408	14,685	15,877	15,849	16,154
Fife	32,958	32,873	33,247	36,254	36,160	36,572
Glasgow City	107,273	109,700	110,722	118,000	120,670	121,794
Highland	17,167	16,769	17,927	18,884	18,446	19,720
Inverclyde	11,234	11,170	11,591	12,357	12,287	12,750
Midlothian	6,425	6,705	6,601	7,068	7,376	7,261
Moray	5,516	5,588	5,986	6,068	6,147	6,585
North Ayrshire	15,494	15,537	16,763	17,043	17,091	18,439
North Lanarkshire	40,367	40,064	41,049	44,404	44,070	45,154
Orkney Islands	1,269	1,250	1,320	1,396	1,375	1,452
Perth & Kinross	8,459	8,257	9,338	9,305	9,083	10,272
Renfrewshire	19,990	18,479	20,258	21,989	20,327	22,284
Scottish Borders	8,350	8,283	8,945	9,185	9,111	9,840
Shetland Islands	1,167	1,173	1,293	1,284	1,290	1,422
South Ayrshire	10,691	10,796	11,149	11,760	11,876	12,264
South Lanarkshire	10,172	35,951	35,720	11,189	39,546	39,292
Stirling	6,571	6,475	6,527	7,228	7,123	7,180
West Dunbartonshire	14,276	14,254	14,494	15,704	15,679	15,943
West Lothian	14,621	14,805	15,818	16,083	16,286	17,400
Scotland	395,941	526,746	542,997	435,535	579,422	597,298

Benefits administration

Benefits Administration	Indicator 1					
	Gross cost of providing the service			Gross administration cost per case		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	£1,958,185	£2,548,189	£2,542,066	£52.60	£68.12	£65.22
Aberdeenshire	£1,190,113	£1,656,482	£1,865,220	£46.41	£62.93	£66.08
Angus	£1,334,426	£1,536,989	£1,663,127	£70.61	£78.80	£77.72
Argyll & Bute	£809,704	£923,567	£915,296	£45.12	£54.42	£53.49
Clackmannanshire	£423,696	£390,551	£405,649	£35.40	£33.67	£33.56
Dumfries & Galloway	£1,167,981	£1,782,831	£1,371,961	£40.65	£52.44	£41.65
Dundee City	£3,309,148	£4,234,562	£4,400,979	£64.30	£86.09	£88.06
East Ayrshire	£1,506,327	£1,562,339	£1,566,623	£49.91	£49.77	£48.44
East Dunbartonshire	£601,489	£635,072	£608,625	£51.95	£56.29	£50.35
East Lothian	£899,613	£895,475	£952,476	£58.02	£57.68	£59.01
East Renfrewshire	£483,518	£512,490	£656,051	£47.01	£47.74	£63.61
Edinburgh, City of	£5,705,363	£6,214,704	£6,376,649	£62.31	£69.88	£66.90
Eilean Siar	£416,489	£400,633	£456,601	£83.33	£85.88	£90.45
Falkirk	£999,825	£1,013,772	£1,056,537	£31.94	£32.40	£33.41
Fife	£3,311,811	£3,385,601	£3,573,534	£46.08	£46.93	£49.48
Glasgow City	£8,911,541	£10,771,742	£11,210,644	£34.61	£34.50	£35.97
Highland	£2,622,676	£3,052,191	£3,215,616	£70.54	£84.47	£83.85
Inverclyde	£943,507	£1,111,204	£1,187,856	£37.40	£44.31	£45.71
Midlothian	£824,847	£830,852	£838,839	£56.84	£55.83	£56.51
Moray	£842,279	£908,826	£1,058,714	£68.94	£72.61	£80.18
North Ayrshire	£1,630,015	£1,798,220	£1,854,925	£47.96	£52.01	£50.51
North Lanarkshire	£2,463,566	£2,713,048	£2,755,608	£29.02	£32.07	£31.94
Orkney Islands	£140,295	£136,479	£185,653	£50.70	£49.86	£65.83
Perth & Kinross	£1,022,423	£1,097,954	£1,142,488	£50.40	£55.21	£52.34
Renfrewshire	£1,376,669	£2,149,463	£2,070,717	£30.18	£51.14	£45.56
Scottish Borders	£1,014,152	£1,235,998	£1,372,028	£49.99	£54.27	£56.96
Shetland Islands	£260,146	£235,670	£225,604	£109.86	£98.52	£87.07
South Ayrshire	£1,096,245	£1,297,664	£1,322,273	£46.75	£54.98	£54.71
South Lanarkshire	£1,257,428	£1,075,626	£1,254,753	£27.99	£14.73	£17.42
Stirling	£784,440	£755,896	£690,089	£55.52	£54.51	£49.58
West Dunbartonshire	£1,093,612	£1,489,611	£1,342,242	£35.20	£47.94	£42.48
West Lothian	£1,330,744	£1,438,543	£1,452,636	£39.41	£41.85	£40.30
Scotland	£42,820,732	£59,792,244	£61,592,079	£47.27	£47.96	£48.22

Benefits administration

Benefits Administration	Indicator 2					
	Number of new claims, both successful and unsuccessful (as per stats 121/122)			Total days to process new claims		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	20,424	21,961	15,154	1,039,228	969,965	452,882
Aberdeenshire	14,247	14,745	11,635	625,932	722,262	623,606
Angus	9,186	10,361	6,920	725,047	797,259	369,213
Argyll & Bute	8,338	8,006	7,084	273,016	366,988	282,212
Clackmannanshire	5,222	4,788	3,952	152,564	159,102	110,672
Dumfries & Galloway	6,502	13,522	8,781	260,080	619,392	347,153
Dundee City	23,908	24,451	16,775	1,423,167	2,017,877	952,097
East Ayrshire	5,863	16,236	8,938	342,895	645,998	243,128
East Dunbartonshire	4,756	3,628	3,515	222,238	223,236	274,200
East Lothian	7,734	7,402	4,385	407,500	355,444	128,567
East Renfrewshire	3,011	3,584	2,493	95,708	142,015	80,232
Edinburgh, City of	28,273	36,573	42,477	1,675,406	2,036,732	3,166,321
Eilean Siar	2,819	2,400	2,115	165,367	161,772	99,257
Falkirk	14,497	13,832	9,672	458,807	454,739	235,803
Fife	23,492	19,206	14,048	1,350,834	942,304	515,900
Glasgow City	41,177	70,840	26,206	1,735,258	3,107,595	649,119
Highland	19,443	19,830	16,483	857,183	984,252	742,038
Inverclyde	10,599	9,818	8,503	690,044	698,195	472,809
Midlothian	5,632	5,402	4,361	357,494	206,556	147,467
Moray	7,719	6,642	4,287	787,667	458,657	207,103
North Ayrshire	14,723	20,397	13,990	1,639,911	2,378,574	770,195
North Lanarkshire	35,573	32,914	21,468	940,144	633,011	378,918
Orkney Islands	1,586	1,785	1,126	29,514	45,075	34,710
Perth & Kinross	7,526	7,330	7,087	189,102	412,974	341,588
Renfrewshire	22,181	3,445	8,029	858,915	219,468	310,259
Scottish Borders	10,777	10,774	7,193	328,698	398,638	280,627
Shetland Islands	1,310	1,295	1,555	41,213	40,584	55,364
South Ayrshire	12,515	12,841	8,917	715,617	712,216	486,985
South Lanarkshire	22,930	20,712	17,237	427,633	290,386	266,289
Stirling	5,775	5,666	4,718	131,763	118,474	119,477
West Dunbartonshire	11,583	11,782	9,205	967,822	667,653	387,526
West Lothian	7,340	11,564	11,106	256,226	416,117	399,072
Scotland	350,406	429,281	325,900	17,056,387	20,385,633	13,656,589

Benefits administration

Benefits Administration	Indicator 2					
	Average time to process new claims			Number of changes of circumstances (as per stats 121/122)		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	50.9 days	44.2 days	29.9 days	21,252	42,453	36,480
Aberdeenshire	43.9 days	49.0 days	53.6 days	25,051	27,477	25,561
Angus	78.9 days	76.9 days	53.4 days	19,023	21,075	17,452
Argyll & Bute	32.7 days	45.8 days	39.8 days	21,031	12,866	17,485
Clackmannanshire	29.2 days	33.2 days	28.0 days	8,662	9,800	11,847
Dumfries & Galloway	40.0 days	45.8 days	39.5 days	34,628	41,193	35,061
Dundee City	59.5 days	82.5 days	56.8 days	49,241	56,583	50,139
East Ayrshire	58.5 days	39.8 days	27.2 days	15,423	27,902	28,014
East Dunbartonshire	46.7 days	61.5 days	78.0 days	11,440	10,537	15,079
East Lothian	52.7 days	48.0 days	29.3 days	26,931	23,497	16,841
East Renfrewshire	31.8 days	39.6 days	32.2 days	5,350	6,649	8,173
Edinburgh, City of	59.3 days	55.7 days	74.5 days	28,042	66,267	87,798
Eilean Siar	58.7 days	67.4 days	46.9 days	5,557	4,446	4,507
Falkirk	31.6 days	32.9 days	24.4 days	33,048	31,175	24,482
Fife	57.5 days	49.1 days	36.7 days	47,845	47,037	47,482
Glasgow City	42.1 days	43.9 days	24.8 days	100,190	158,921	125,748
Highland	44.1 days	49.6 days	45.0 days	42,588	42,371	39,136
Inverclyde	65.1 days	71.1 days	55.6 days	25,320	25,282	31,200
Midlothian	63.5 days	38.2 days	33.8 days	24,755	12,540	12,625
Moray	102.0 days	69.1 days	48.3 days	20,313	12,248	11,874
North Ayrshire	111.4 days	116.6 days	55.1 days	29,465	38,127	34,361
North Lanarkshire	26.4 days	19.2 days	17.7 days	86,616	89,186	74,356
Orkney Islands	18.6 days	25.3 days	30.8 days	3,773	4,652	3,583
Perth & Kinross	25.1 days	56.3 days	48.2 days	68,494	46,587	22,162
Renfrewshire	38.7 days	63.7 days	38.6 days	18,294	12,215	56,564
Scottish Borders	30.5 days	37.0 days	39.0 days	23,862	26,040	20,058
Shetland Islands	31.5 days	31.3 days	35.6 days	3,081	4,053	3,064
South Ayrshire	57.2 days	55.5 days	54.6 days	28,108	35,481	26,756
South Lanarkshire	18.6 days	14.0 days	15.4 days	70,772	84,254	76,013
Stirling	22.8 days	20.9 days	25.3 days	7,290	12,836	12,558
West Dunbartonshire	83.6 days	56.7 days	42.1 days	33,838	40,366	35,158
West Lothian	34.9 days	36.0 days	35.9 days	20,528	32,993	35,289
Scotland	48.7 days	47.5 days	41.9 days	855,848	1,038,311	1,031,827

Benefits administration

Benefits Administration	Indicator 2					
	Total days to process changes of circumstances claims			Average time to process changes of circumstances		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	545,110	793,386	541,989	25.6 days	18.7 days	14.9 days
Aberdeenshire	143,108	187,432	176,820	5.7 days	6.8 days	6.9 days
Angus	346,351	404,768	271,663	18.2 days	19.2 days	15.6 days
Argyll & Bute	104,241	79,944	115,612	5.0 days	6.2 days	6.6 days
Clackmannanshire	133,664	133,221	139,647	15.4 days	13.6 days	11.8 days
Dumfries & Galloway	363,594	445,531	279,432	10.5 days	10.8 days	8.0 days
Dundee City	1,090,861	1,465,485	1,045,650	22.2 days	25.9 days	20.9 days
East Ayrshire	191,691	256,368	124,791	12.4 days	9.2 days	4.5 days
East Dunbartonshire	118,966	120,007	175,756	10.4 days	11.4 days	11.7 days
East Lothian	307,486	217,316	87,492	11.4 days	9.2 days	5.2 days
East Renfrewshire	50,251	76,180	99,767	9.4 days	11.5 days	12.2 days
Edinburgh, City of	544,412	1,371,935	1,908,288	19.4 days	20.7 days	21.7 days
Eilean Siar	80,727	78,986	55,345	14.5 days	17.8 days	12.3 days
Falkirk	424,408	329,853	179,457	12.8 days	10.6 days	7.3 days
Fife	1,165,864	852,263	702,809	24.4 days	18.1 days	14.8 days
Glasgow City	1,749,016	2,067,473	1,558,540	17.5 days	13.0 days	12.4 days
Highland	230,968	323,078	226,139	5.4 days	7.6 days	5.8 days
Inverclyde	182,672	243,246	144,021	7.2 days	9.6 days	4.6 days
Midlothian	825,579	187,082	119,807	33.3 days	14.9 days	9.5 days
Moray	846,967	324,935	207,912	41.7 days	26.5 days	17.5 days
North Ayrshire	884,842	1,036,460	432,923	30.0 days	27.2 days	12.6 days
North Lanarkshire	625,387	377,130	238,467	7.2 days	4.2 days	3.2 days
Orkney Islands	12,249	20,265	17,874	3.2 days	4.4 days	5.0 days
Perth & Kinross	1,013,260	688,668	173,505	14.8 days	14.8 days	7.8 days
Renfrewshire	374,900	240,093	550,900	20.5 days	19.7 days	9.7 days
Scottish Borders	493,943	446,065	183,477	20.7 days	17.1 days	9.1 days
Shetland Islands	14,528	12,352	8,993	4.7 days	3.0 days	2.9 days
South Ayrshire	456,899	439,231	307,340	16.3 days	12.4 days	11.5 days
South Lanarkshire	542,605	555,025	525,160	7.7 days	6.6 days	6.9 days
Stirling	49,400	69,206	109,272	6.8 days	5.4 days	8.7 days
West Dunbartonshire	324,586	227,574	131,503	9.6 days	5.6 days	3.7 days
West Lothian	222,567	378,608	331,828	10.8 days	11.5 days	9.4 days
Scotland	12,699,837	12,743,588	10,996,423	14.8 days	12.3 days	10.7 days

Benefits administration

Benefits Administration	Indicator 3					
	Percentage of cases for which the calculation of the amount of benefit due was correct			Number of cases sampled		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	99.4%	99.8%	99.6%	500	500	500
Aberdeenshire	Not Reported	94.6%	93.4%	Not Reported	500	500
Angus	97.4%	96.8%	97.6%	500	500	500
Argyll & Bute	94.8%	98.2%	99.8%	699	500	500
Clackmannanshire	98.6%	98.7%	99.0%	500	531	500
Dumfries & Galloway	95.4%	96.6%	98.2%	500	500	500
Dundee City	96.8%	95.8%	96.4%	125	500	500
East Ayrshire	96.4%	96.0%	97.4%	500	500	500
East Dunbartonshire	93.2%	93.6%	95.8%	529	500	500
East Lothian	98.2%	93.8%	96.8%	500	1,160	500
East Renfrewshire	99.0%	99.2%	99.2%	500	500	500
Edinburgh, City of	97.4%	98.2%	98.8%	500	500	500
Eilean Siar	98.9%	98.0%	97.5%	468	500	364
Falkirk	94.6%	93.2%	92.8%	500	501	500
Fife	97.3%	99.4%	99.3%	7,925	502	587
Glasgow City	95.3%	92.8%	96.6%	16,294	500	500
Highland	99.2%	97.4%	98.6%	519	500	500
Inverclyde	89.7%	91.0%	93.6%	242	633	1,217
Midlothian	93.4%	93.0%	89.2%	500	500	500
Moray	94.4%	96.4%	92.0%	500	500	500
North Ayrshire	96.8%	95.5%	96.0%	472	375	500
North Lanarkshire	99.0%	100.0%	99.0%	500	500	500
Orkney Islands	98.9%	98.7%	98.7%	460	460	460
Perth & Kinross	95.2%	92.0%	93.6%	500	500	500
Renfrewshire	90.8%	91.6%	97.8%	600	438	500
Scottish Borders	97.7%	92.4%	87.5%	819	502	522
Shetland Islands	100.0%	99.5%	99.8%	432	432	452
South Ayrshire	96.8%	98.0%	97.6%	1,828	2,640	1,731
South Lanarkshire	93.2%	94.4%	93.6%	500	500	500
Stirling	98.2%	98.6%	98.8%	500	500	500
West Dunbartonshire	98.4%	99.4%	98.8%	500	500	500
West Lothian	94.2%	94.8%	94.4%	500	500	500
Scotland	96.1%	96.3%	96.6%	39,787	18,174	16,252

Benefits administration

Benefits Administration	Indicator 3					
	Number of cases where benefit due was correct			Total recoverable overpayments		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	497	499	498	5,443,841	8,300,392	10,798,533
Aberdeenshire	Not Reported	473	467	Not Reported	Not Reported	Not Reported
Angus	487	484	488	856,576	1,047,433	Not Reported
Argyll & Bute	663	491	499	542,277	731,185	599,699
Clackmannanshire	493	524	495	850,589	583,980	720,380
Dumfries & Galloway	477	483	491	1,839,131	1,392,750	1,808,902
Dundee City	121	479	482	Not Reported	Not Reported	Not Reported
East Ayrshire	482	480	487	1,604,792	1,772,857	640,410
East Dunbartonshire	493	468	479	1,933,772	1,799,667	2,180,205
East Lothian	491	1,088	484	1,044,165	1,599,776	1,740,996
East Renfrewshire	495	496	496	518,139	488,652	693,637
Edinburgh, City of	487	491	494	8,654,718	8,428,416	10,372,819
Eilean Siar	463	490	355	Not Reported	Not Reported	166,624
Falkirk	473	467	464	2,355,163	2,194,390	2,313,156
Fife	7,709	499	583	Not Reported	Not Reported	4,992,028
Glasgow City	15,523	464	483	6,064,320	15,211,336	11,638,907
Highland	515	487	493	2,469,101	2,646,092	2,656,395
Inverclyde	217	576	1,139	1,616,557	1,559,186	1,683,701
Midlothian	467	465	446	1,750,665	1,531,630	1,497,503
Moray	472	482	460	Not Reported	Not Reported	462,125
North Ayrshire	457	358	480	1,936,143	2,530,483	2,256,763
North Lanarkshire	495	500	495	8,146,885	2,114,681	2,054,328
Orkney Islands	455	454	454	82,928	101,837	121,949
Perth & Kinross	476	460	468	452,897	687,664	711,814
Renfrewshire	545	401	489	3,385,981	2,888,246	3,048,662
Scottish Borders	800	464	457	Not Reported	Not Reported	Not Reported
Shetland Islands	432	430	451	167,387	Not Reported	Not Reported
South Ayrshire	1,769	2,586	1,690	Not Reported	2,320,713	3,042,361
South Lanarkshire	466	472	468	1,370,099	2,200,264	3,502,481
Stirling	491	493	494	1,049,561	Not Reported	940,744
West Dunbartonshire	492	497	494	2,105,219	2,432,084	2,809,415
West Lothian	471	474	472	2,166,661	2,353,607	1,845,121
Scotland	38,253	17,502	15,701	43,678,223	65,317,545	73,558,662

Benefits administration

Benefits Administration	Indicator 3					
	Amount recovered in year			Percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.		
	2002/2003	2003/2004	2004/2005	2002/2003	2003/2004	2004/2005
Aberdeen City	1,782,861	2,203,941	2,778,962	32.8%	26.6%	25.7%
Aberdeenshire	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Angus	414,478	506,329	Not Reported	48.4%	48.3%	Not Reported
Argyll & Bute	315,419	402,965	345,024	58.2%	55.1%	57.5%
Clackmannanshire	551,168	349,392	493,637	64.8%	59.8%	68.5%
Dumfries & Galloway	721,905	744,211	533,458	39.3%	53.4%	29.5%
Dundee City	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
East Ayrshire	910,553	1,029,535	488,575	56.7%	58.1%	76.3%
East Dunbartonshire	983,645	524,902	521,350	50.9%	29.2%	23.9%
East Lothian	381,117	658,712	735,547	36.5%	41.2%	42.2%
East Renfrewshire	154,687	176,452	171,223	29.9%	36.1%	24.7%
Edinburgh, City of	5,022,523	3,558,479	5,035,352	58.0%	42.2%	48.5%
Eilean Siar	Not Reported	Not Reported	63,514	Not Reported	Not Reported	38.1%
Falkirk	965,647	598,463	709,833	41.0%	27.3%	30.7%
Fife	Not Reported	Not Reported	1,056,410	Not Reported	Not Reported	21.2%
Glasgow City	4,540,377	8,280,252	5,180,950	74.9%	54.4%	44.5%
Highland	1,749,314	1,568,176	1,441,990	70.8%	59.3%	54.3%
Inverclyde	527,867	877,043	675,569	32.7%	56.3%	40.1%
Midlothian	1,007,498	751,052	656,518	57.5%	49.0%	43.8%
Moray	Not Reported	Not Reported	103,755	Not Reported	Not Reported	22.5%
North Ayrshire	1,010,086	1,293,131	1,039,370	52.2%	51.1%	46.1%
North Lanarkshire	6,044,360	1,670,387	1,624,500	74.2%	79.0%	79.1%
Orkney Islands	47,060	48,023	54,833	56.7%	47.2%	45.0%
Perth & Kinross	267,691	347,641	438,607	59.1%	50.6%	61.6%
Renfrewshire	1,467,436	1,483,617	1,571,068	43.3%	51.4%	51.5%
Scottish Borders	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Shetland Islands	74,251	Not Reported	Not Reported	44.4%	Not Reported	Not Reported
South Ayrshire	Not Reported	659,311	959,215	Not Reported	28.4%	31.5%
South Lanarkshire	829,727	933,775	1,298,118	60.6%	42.4%	37.1%
Stirling	466,381	Not Reported	348,466	44.4%	Not Reported	37.0%
West Dunbartonshire	424,099	582,231	724,777	20.1%	23.9%	25.8%
West Lothian	399,386	540,250	503,911	18.4%	23.0%	27.3%
Scotland	20,320,112	29,129,558	28,818,985	46.5%	44.6%	39.2%