

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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- 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 amount and percentage of Housing Benefit (HB) overpayments recovered expressed as a percentage of housing benefits overpayments identified:
 - i) in the year
 - ii) for total overpayments debt at the start of the year plus the in-year overpayments
 - c) The amount of HB overpayments written off as a percentage of total overpayment debt outstanding.

What the indicator reports

This indicator aims to drive forward improvements in HB/CTB service delivery by encouraging councils to provide a faster, more accurate, more secure service which is better integrated with other social security benefits administered by the Benefits Agency and Employment Service.

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.

Part c) looks at the extent to which the council needed to write off debt because it was unrecoverable as a result of:

- legal reasons
- discretionary reasons such as the financial hardship or severe medical condition of the debtor
- inability to recover the debt or trace the debtor

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		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	12,100	12,476	12,066	12,100	12,476	12,066
Aberdeenshire	6,625	6,892	6,877	6,625	6,892	6,877
Angus	4,361	4,614	4,635	4,361	4,614	4,635
Argyll & Bute	3,299	3,303	3,173	3,299	3,303	3,173
Clackmannanshire	3,088	3,205	3,103	3,088	3,205	3,103
Dumfries & Galloway	105	156	168	105	156	168
Dundee City	10,666	10,689	10,434	10,666	10,689	10,434
East Ayrshire	9,149	9,208	9,027	9,149	9,208	9,027
East Dunbartonshire	2,884	2,509	2,307	2,884	2,509	2,307
East Lothian	4,250	4,278	4,192	4,250	4,278	4,192
East Renfrewshire	2,632	2,169	2,050	2,632	2,169	2,050
Edinburgh, City of	17,185	17,353	16,965	17,185	17,353	16,965
Eilean Siar	1,030	1,143	1,117	1,030	1,143	1,117
Falkirk	10,363	10,313	10,034	10,363	10,313	10,034
Fife	20,618	20,096	19,593	20,618	20,096	19,593
Glasgow City	685	1,475	1,321	685	1,475	1,321
Highland	9,019	9,245	9,059	9,019	9,245	9,059
Inverclyde	6,166	6,016	5,841	6,166	6,016	5,841
Midlothian	2,872	2,830	2,679	2,872	2,830	2,679
Moray	3,045	3,124	3,104	3,045	3,124	3,104
North Ayrshire	9,518	9,818	9,747	9,518	9,818	9,747
North Lanarkshire	26,288	25,955	25,516	26,288	25,955	25,516
Orkney Islands	430	425	420	430	425	420
Perth & Kinross	4,101	4,400	4,362	4,101	4,400	4,362
Renfrewshire	9,969	10,603	10,034	9,969	10,603	10,034
Scottish Borders	28	19	20	28	19	20
Shetland Islands	805	839	884	805	839	884
South Ayrshire	6,184	6,110	6,032	6,184	6,110	6,032
South Lanarkshire	21,252	20,339	19,331	21,252	20,339	19,331
Stirling	4,042	3,927	3,790	4,042	3,927	3,790
West Dunbartonshire	8,026	8,041	7,727	8,026	8,041	7,727
West Lothian	8,378	8,412	8,101	8,378	8,412	8,101
Scotland	229,163	229,982	223,709	229,163	229,982	223,709

Benefits administration

Benefits Administration	Indicator 1					
	Average private rented sector caseload			Weighted private rented sector caseload		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	1,218	1,197	1,103	3,167	3,112	2,868
Aberdeenshire	1,432	1,510	1,521	3,723	3,926	3,955
Angus	1,145	1,314	1,313	2,977	3,416	3,414
Argyll & Bute	1,127	1,269	1,216	2,930	3,299	3,162
Clackmannanshire	338	328	348	879	853	905
Dumfries & Galloway	1,859	1,965	1,953	4,833	5,109	5,078
Dundee City	2,832	2,909	2,841	7,363	7,563	7,387
East Ayrshire	892	924	939	2,319	2,402	2,441
East Dunbartonshire	356	453	446	926	1,178	1,160
East Lothian	604	614	625	1,570	1,596	1,625
East Renfrewshire	725	478	597	1,885	1,243	1,552
Edinburgh, City of	5,694	6,745	7,443	14,804	17,537	19,352
Eilean Siar	186	155	167	484	403	434
Falkirk	885	878	833	2,301	2,283	2,166
Fife	2,895	2,920	2,927	7,527	7,592	7,610
Glasgow City	9,983	10,171	9,526	25,956	26,445	24,768
Highland	1,613	1,726	1,667	4,194	4,488	4,334
Inverclyde	971	1,092	1,179	2,525	2,839	3,065
Midlothian	471	504	512	1,225	1,310	1,331
Moray	747	748	770	1,942	1,945	2,002
North Ayrshire	1,302	1,373	1,424	3,385	3,570	3,702
North Lanarkshire	1,672	1,860	1,944	4,347	4,836	5,054
Orkney Islands	219	215	188	569	559	489
Perth & Kinross	1,588	1,611	1,651	4,129	4,189	4,293
Renfrewshire	1,507	1,642	2,054	3,918	4,269	5,340
Scottish Borders	986	1,032	1,051	2,564	2,683	2,733
Shetland Islands	46	56	57	120	146	148
South Ayrshire	1,442	1,492	1,580	3,749	3,879	4,108
South Lanarkshire	2,053	2,066	2,119	5,338	5,372	5,509
Stirling	436	456	498	1,134	1,186	1,295
West Dunbartonshire	407	451	483	1,058	1,173	1,256
West Lothian	1,656	1,768	1,934	4,306	4,597	5,028
Scotland	49,287	51,922	52,909	128,147	134,998	137,564

Benefits administration

Benefits Administration	Indicator 1					
	Average registered social landlord caseload			Weighted registered social landlord caseload		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	1,932	2,138	2,133	3,671	4,062	4,053
Aberdeenshire	1,590	1,765	1,828	3,021	3,354	3,473
Angus	1,506	1,659	1,705	2,861	3,152	3,240
Argyll & Bute	1,310	1,352	1,404	2,489	2,569	2,668
Clackmannanshire	1,064	1,077	1,068	2,022	2,046	2,029
Dumfries & Galloway	8,185	8,502	8,405	15,552	16,154	15,970
Dundee City	4,559	4,701	4,768	8,662	8,932	9,059
East Ayrshire	2,081	2,157	2,192	3,954	4,098	4,165
East Dunbartonshire	628	971	1,133	1,193	1,845	2,153
East Lothian	1,067	1,101	1,115	2,027	2,092	2,119
East Renfrewshire	714	785	694	1,357	1,492	1,319
Edinburgh, City of	8,302	8,901	9,244	15,774	16,912	17,564
Eilean Siar	41	53	54	78	101	103
Falkirk	1,460	1,512	1,479	2,774	2,873	2,810
Fife	4,123	4,193	4,260	7,834	7,967	8,094
Glasgow City	86,793	85,226	79,719	164,907	161,929	151,466
Highland	2,355	2,577	2,657	4,475	4,896	5,048
Inverclyde	2,159	2,305	2,417	4,102	4,380	4,592
Midlothian	1,794	1,812	1,761	3,409	3,443	3,346
Moray	728	816	844	1,383	1,550	1,604
North Ayrshire	2,410	2,578	2,651	4,579	4,898	5,037
North Lanarkshire	5,211	5,440	5,446	9,901	10,336	10,347
Orkney Islands	191	202	222	363	384	422
Perth & Kinross	1,354	1,562	1,641	2,573	2,968	3,118
Renfrewshire	4,114	4,367	4,213	7,817	8,297	8,005
Scottish Borders	5,827	6,076	6,076	11,071	11,544	11,544
Shetland Islands	93	97	89	177	184	169
South Ayrshire	944	1,009	1,080	1,794	1,917	2,052
South Lanarkshire	3,629	3,689	3,660	6,895	7,009	6,954
Stirling	826	855	906	1,569	1,625	1,721
West Dunbartonshire	3,321	3,389	3,369	6,310	6,439	6,401
West Lothian	2,843	2,968	2,999	5,402	5,639	5,698
Scotland	163,154	165,835	161,232	309,996	315,087	306,343

Benefits administration

Benefits Administration	Indicator 1					
	Average council tax benefit caseload			Weighted Council Tax Benefit caseload		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	16,788	17,572	17,073	18,467	19,329	18,780
Aberdeenshire	11,776	12,776	13,083	12,954	14,054	14,391
Angus	8,461	9,288	9,565	9,307	10,217	10,522
Argyll & Bute	7,504	7,218	7,666	8,254	7,940	8,433
Clackmannanshire	5,102	5,438	5,344	5,612	5,982	5,878
Dumfries & Galloway	12,282	10,473	13,368	13,510	11,520	14,705
Dundee City	20,452	20,723	20,452	22,497	22,795	22,497
East Ayrshire	14,515	15,120	15,260	15,967	16,632	16,786
East Dunbartonshire	5,709	5,960	6,047	6,280	6,556	6,652
East Lothian	6,980	7,433	7,426	7,678	8,176	8,169
East Renfrewshire	4,419	4,918	4,940	4,861	5,410	5,434
Edinburgh, City of	37,427	39,553	41,110	41,170	43,508	45,221
Eilean Siar	2,794	3,092	3,099	3,073	3,401	3,409
Falkirk	14,408	14,685	14,607	15,849	16,154	16,068
Fife	32,873	33,247	33,112	36,160	36,572	36,423
Glasgow City	109,700	110,722	104,733	120,670	121,794	115,206
Highland	16,769	17,927	18,070	18,446	19,720	19,877
Inverclyde	11,170	11,591	11,928	12,287	12,750	13,121
Midlothian	6,705	6,601	6,417	7,376	7,261	7,059
Moray	5,588	5,986	6,082	6,147	6,585	6,690
North Ayrshire	15,537	16,763	17,226	17,091	18,439	18,949
North Lanarkshire	40,064	41,049	41,317	44,070	45,154	45,449
Orkney Islands	1,250	1,320	1,337	1,375	1,452	1,471
Perth & Kinross	8,257	9,338	9,514	9,083	10,272	10,465
Renfrewshire	18,479	20,258	20,391	20,327	22,284	22,430
Scottish Borders	8,283	8,945	9,123	9,111	9,840	10,035
Shetland Islands	1,173	1,293	1,374	1,290	1,422	1,511
South Ayrshire	10,796	11,149	11,407	11,876	12,264	12,548
South Lanarkshire	35,951	35,720	34,758	39,546	39,292	38,234
Stirling	6,475	6,527	6,575	7,123	7,180	7,233
West Dunbartonshire	14,254	14,494	14,286	15,679	15,943	15,715
West Lothian	14,805	15,818	15,494	16,286	17,400	17,043
Scotland	526,746	542,997	542,184	579,422	597,298	596,404

Benefits administration

Benefits Administration	Indicator 1					
	Gross cost of providing the service			Gross administration cost per case		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	£2,548,189	£2,542,066	£2,355,876	£68.12	£65.22	£62.38
Aberdeenshire	£1,656,482	£1,865,220	£2,020,274	£62.93	£66.08	£70.40
Angus	£1,536,989	£1,663,127	£1,683,519	£78.80	£77.72	£77.19
Argyll & Bute	£923,567	£915,296	£976,088	£54.42	£53.49	£55.98
Clackmannanshire	£390,551	£405,649	£465,755	£33.67	£33.56	£39.09
Dumfries & Galloway	£1,782,831	£1,371,961	£1,601,564	£52.44	£41.65	£44.59
Dundee City	£4,234,562	£4,400,979	£4,345,842	£86.09	£88.06	£88.01
East Ayrshire	£1,562,339	£1,566,623	£1,673,025	£49.77	£48.44	£51.61
East Dunbartonshire	£635,072	£608,625	£619,808	£56.29	£50.35	£50.51
East Lothian	£895,475	£952,476	£919,898	£57.68	£59.01	£57.12
East Renfrewshire	£512,490	£656,051	£681,293	£47.74	£63.61	£65.79
Edinburgh, City of	£6,214,704	£6,376,649	£4,946,749	£69.88	£66.90	£49.92
Eilean Siar	£400,633	£456,601	£465,097	£85.88	£90.45	£91.86
Falkirk	£1,013,772	£1,056,537	£1,381,426	£32.40	£33.41	£44.45
Fife	£3,385,601	£3,573,534	£4,435,758	£46.93	£49.48	£61.85
Glasgow City	£10,771,742	£11,210,644	£11,709,311	£34.50	£35.97	£40.00
Highland	£3,052,191	£3,215,616	£3,400,445	£84.47	£83.85	£88.74
Inverclyde	£1,111,204	£1,187,856	£1,256,644	£44.31	£45.71	£47.21
Midlothian	£830,852	£838,839	£893,273	£55.83	£56.51	£61.97
Moray	£908,826	£1,058,714	£1,024,459	£72.61	£80.18	£76.45
North Ayrshire	£1,798,220	£1,854,925	£1,947,840	£52.01	£50.51	£52.03
North Lanarkshire	£2,713,048	£2,755,608	£2,791,254	£32.07	£31.94	£32.32
Orkney Islands	£136,479	£185,653	£179,728	£49.86	£65.83	£64.14
Perth & Kinross	£1,097,954	£1,142,488	£1,207,254	£55.21	£52.34	£54.29
Renfrewshire	£2,149,463	£2,070,717	£2,243,922	£51.14	£45.56	£48.98
Scottish Borders	£1,235,998	£1,372,028	£1,684,128	£54.27	£56.96	£69.21
Shetland Islands	£235,670	£225,604	£223,717	£98.52	£87.07	£82.49
South Ayrshire	£1,297,664	£1,322,273	£1,350,832	£54.98	£54.71	£54.60
South Lanarkshire	£1,075,626	£1,254,753	£1,237,174	£14.73	£17.42	£17.67
Stirling	£755,896	£690,089	£686,577	£54.51	£49.58	£48.90
West Dunbartonshire	£1,489,611	£1,342,242	£1,424,836	£47.94	£42.48	£45.82
West Lothian	£1,438,543	£1,452,636	£1,532,604	£41.85	£40.30	£42.73
Scotland	£59,792,244	£61,592,079	£63,365,970	£47.96	£48.22	£50.13

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		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	21,961	15,154	13,214	969,965	452,882	367,446
Aberdeenshire	14,745	11,635	9,348	722,262	623,606	310,987
Angus	10,361	6,920	5,891	797,259	369,213	252,452
Argyll & Bute	8,006	7,084	6,075	366,988	282,212	205,856
Clackmannanshire	4,788	3,952	2,414	159,102	110,672	75,950
Dumfries & Galloway	13,522	8,781	7,085	619,392	347,153	277,125
Dundee City	24,451	16,775	11,886	2,017,877	952,097	368,031
East Ayrshire	16,236	8,938	7,601	645,998	243,128	233,180
East Dunbartonshire	3,628	3,515	2,512	223,236	274,200	107,806
East Lothian	7,402	4,385	4,406	355,444	128,567	150,921
East Renfrewshire	3,584	2,493	2,318	142,015	80,232	82,743
Edinburgh, City of	36,573	42,477	22,407	2,036,732	3,166,321	643,916
Eilean Siar	2,400	2,115	1,923	161,772	99,257	73,796
Falkirk	13,832	9,672	10,882	454,739	235,803	303,013
Fife	19,206	14,048	9,790	942,304	515,900	512,135
Glasgow City	70,840	26,206	25,911	3,107,595	649,119	992,070
Highland	19,830	16,483	13,669	984,252	742,038	448,072
Inverclyde	9,818	8,503	6,120	698,195	472,809	199,538
Midlothian	5,402	4,361	5,104	206,556	147,467	237,103
Moray	6,642	4,287	5,067	458,657	207,103	217,503
North Ayrshire	20,397	13,990	7,877	2,378,574	770,195	264,072
North Lanarkshire	32,914	21,468	21,980	633,011	378,918	394,918
Orkney Islands	1,785	1,126	920	45,075	34,710	25,324
Perth & Kinross	7,330	7,087	6,030	412,974	341,588	242,312
Renfrewshire	3,445	8,029	5,295	219,468	310,259	150,673
Scottish Borders	10,774	7,193	5,630	398,638	280,627	161,819
Shetland Islands	1,295	1,555	1,350	40,584	55,364	43,034
South Ayrshire	12,841	8,917	6,171	712,216	486,985	192,135
South Lanarkshire	20,712	17,237	15,885	290,386	266,289	243,141
Stirling	5,666	4,718	4,025	118,474	119,477	101,222
West Dunbartonshire	11,782	9,205	8,009	667,653	387,526	274,065
West Lothian	11,564	11,106	11,480	416,117	399,072	353,946
Scotland	429,281	325,900	268,275	20,385,633	13,656,589	8,506,304

Benefits administration

Benefits Administration	Indicator 2					
	Average time to process new claims			Number of changes of circumstances (as per stats 121/122)		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	44.2 days	29.9 days	27.8 days	42,453	36,480	27,904
Aberdeenshire	49.0 days	53.6 days	33.3 days	27,477	25,561	23,045
Angus	76.9 days	53.4 days	42.9 days	21,075	17,452	8,277
Argyll & Bute	45.8 days	39.8 days	33.9 days	12,866	17,485	11,166
Clackmannanshire	33.2 days	28.0 days	31.5 days	9,800	11,847	12,652
Dumfries & Galloway	45.8 days	39.5 days	39.1 days	41,193	35,061	6,400
Dundee City	82.5 days	56.8 days	31.0 days	56,583	50,139	33,034
East Ayrshire	39.8 days	27.2 days	30.7 days	27,902	28,014	27,367
East Dunbartonshire	61.5 days	78.0 days	42.9 days	10,537	15,079	2,477
East Lothian	48.0 days	29.3 days	34.3 days	23,497	16,841	15,229
East Renfrewshire	39.6 days	32.2 days	35.7 days	6,649	8,173	8,350
Edinburgh, City of	55.7 days	74.5 days	28.7 days	66,267	87,798	33,689
Eilean Siar	67.4 days	46.9 days	38.4 days	4,446	4,507	3,542
Falkirk	32.9 days	24.4 days	27.8 days	31,175	24,482	24,909
Fife	49.1 days	36.7 days	52.3 days	47,037	47,482	40,231
Glasgow City	43.9 days	24.8 days	38.3 days	158,921	125,748	106,273
Highland	49.6 days	45.0 days	32.8 days	42,371	39,136	13,614
Inverclyde	71.1 days	55.6 days	32.6 days	25,282	31,200	4,819
Midlothian	38.2 days	33.8 days	46.5 days	12,540	12,625	11,753
Moray	69.1 days	48.3 days	42.9 days	12,248	11,874	10,307
North Ayrshire	116.6 days	55.1 days	33.5 days	38,127	34,361	14,591
North Lanarkshire	19.2 days	17.7 days	18.0 days	89,186	74,356	54,938
Orkney Islands	25.3 days	30.8 days	27.5 days	4,652	3,583	1,122
Perth & Kinross	56.3 days	48.2 days	40.2 days	46,587	22,162	13,807
Renfrewshire	63.7 days	38.6 days	28.5 days	12,215	56,564	11,933
Scottish Borders	37.0 days	39.0 days	28.7 days	26,040	20,058	8,638
Shetland Islands	31.3 days	35.6 days	31.9 days	4,053	3,064	2,491
South Ayrshire	55.5 days	54.6 days	31.1 days	35,481	26,756	14,437
South Lanarkshire	14.0 days	15.4 days	15.3 days	84,254	76,013	78,051
Stirling	20.9 days	25.3 days	25.1 days	12,836	12,558	11,282
West Dunbartonshire	56.7 days	42.1 days	34.2 days	40,366	35,158	3,328
West Lothian	36.0 days	35.9 days	30.8 days	32,993	35,289	35,922
Scotland	47.5 days	41.9 days	31.7 days	1,038,311	1,031,827	675,578

Benefits administration

Benefits Administration	Indicator 2					
	Total days to process changes of circumstances claims			Average time to process changes of circumstances		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	793,386	541,989	458,599	18.7 days	14.9 days	16.4 days
Aberdeenshire	187,432	176,820	513,780	6.8 days	6.9 days	22.3 days
Angus	404,768	271,663	143,229	19.2 days	15.6 days	17.3 days
Argyll & Bute	79,944	115,612	207,856	6.2 days	6.6 days	18.6 days
Clackmannanshire	133,221	139,647	146,302	13.6 days	11.8 days	11.6 days
Dumfries & Galloway	445,531	279,432	165,288	10.8 days	8.0 days	25.8 days
Dundee City	1,465,485	1,045,650	463,605	25.9 days	20.9 days	14.0 days
East Ayrshire	256,368	124,791	137,118	9.2 days	4.5 days	5.0 days
East Dunbartonshire	120,007	175,756	41,926	11.4 days	11.7 days	16.9 days
East Lothian	217,316	87,492	69,413	9.2 days	5.2 days	4.6 days
East Renfrewshire	76,180	99,767	101,708	11.5 days	12.2 days	12.2 days
Edinburgh, City of	1,371,935	1,908,288	1,050,956	20.7 days	21.7 days	31.2 days
Eilean Siar	78,986	55,345	63,536	17.8 days	12.3 days	17.9 days
Falkirk	329,853	179,457	202,755	10.6 days	7.3 days	8.1 days
Fife	852,263	702,809	882,979	18.1 days	14.8 days	21.9 days
Glasgow City	2,067,473	1,558,540	1,926,859	13.0 days	12.4 days	18.1 days
Highland	323,078	226,139	181,803	7.6 days	5.8 days	13.4 days
Inverclyde	243,246	144,021	95,772	9.6 days	4.6 days	19.9 days
Midlothian	187,082	119,807	119,225	14.9 days	9.5 days	10.1 days
Moray	324,935	207,912	147,780	26.5 days	17.5 days	14.3 days
North Ayrshire	1,036,460	432,923	420,761	27.2 days	12.6 days	28.8 days
North Lanarkshire	377,130	238,467	350,089	4.2 days	3.2 days	6.4 days
Orkney Islands	20,265	17,874	18,322	4.4 days	5.0 days	16.3 days
Perth & Kinross	688,668	173,505	229,408	14.8 days	7.8 days	16.6 days
Renfrewshire	240,093	550,900	323,327	19.7 days	9.7 days	27.1 days
Scottish Borders	446,065	183,477	148,447	17.1 days	9.1 days	17.2 days
Shetland Islands	12,352	8,993	15,623	3.0 days	2.9 days	6.3 days
South Ayrshire	439,231	307,340	260,494	12.4 days	11.5 days	18.0 days
South Lanarkshire	555,025	525,160	485,791	6.6 days	6.9 days	6.2 days
Stirling	69,206	109,272	130,833	5.4 days	8.7 days	11.6 days
West Dunbartonshire	227,574	131,503	84,990	5.6 days	3.7 days	25.5 days
West Lothian	378,608	331,828	235,064	11.5 days	9.4 days	6.5 days
Scotland	12,743,588	10,996,423	9,823,638	12.3 days	10.7 days	14.5 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		
	2003/2004	2004/2005	2005/2006	2003/2004	2004/2005	2005/2006
Aberdeen City	99.8%	99.6%	99.0%	500	500	500
Aberdeenshire	94.6%	93.4%	95.0%	500	500	500
Angus	96.8%	97.6%	99.0%	500	500	500
Argyll & Bute	98.2%	99.8%	99.8%	500	500	500
Clackmannanshire	98.7%	99.0%	97.6%	531	500	500
Dumfries & Galloway	96.6%	98.2%	96.6%	500	500	500
Dundee City	95.8%	96.4%	97.2%	500	500	500
East Ayrshire	96.0%	97.4%	97.4%	500	500	500
East Dunbartonshire	93.6%	95.8%	97.6%	500	500	500
East Lothian	93.8%	96.8%	98.2%	1,160	500	500
East Renfrewshire	99.2%	99.2%	99.8%	500	500	500
Edinburgh, City of	98.2%	98.8%	99.6%	500	500	500
Eilean Siar	98.0%	97.5%	99.0%	500	364	503
Falkirk	93.2%	92.8%	94.0%	501	500	500
Fife	99.4%	99.3%	99.0%	502	587	500
Glasgow City	92.8%	96.6%	97.8%	500	500	500
Highland	97.4%	98.6%	98.6%	500	500	500
Inverclyde	91.0%	93.6%	98.1%	633	1,217	522
Midlothian	93.0%	89.2%	96.6%	500	500	500
Moray	96.4%	92.0%	94.6%	500	500	500
North Ayrshire	95.5%	96.0%	96.8%	375	500	500
North Lanarkshire	100.0%	99.0%	98.8%	500	500	500
Orkney Islands	98.7%	98.7%	97.6%	460	460	460
Perth & Kinross	92.0%	93.6%	89.2%	500	500	500
Renfrewshire	91.6%	97.8%	99.2%	438	500	500
Scottish Borders	92.4%	87.5%	94.0%	502	522	500
Shetland Islands	99.5%	99.8%	100.0%	432	452	452
South Ayrshire	98.0%	97.6%	97.4%	2,640	1,731	500
South Lanarkshire	94.4%	93.6%	95.8%	500	500	500
Stirling	98.6%	98.8%	98.8%	500	500	500
West Dunbartonshire	99.4%	98.8%	98.6%	500	500	500
West Lothian	94.8%	94.4%	96.2%	500	500	500
Scotland	96.3%	96.6%	97.4%	18,174	16,252	15,937

Benefits administration

Benefits Administration	Indicator 3				
	Number of cases where benefit due was correct			Housing benefit overpayments recovered in the year	Total housing benefit overpayments identified in the year
	2003/2004	2004/2005	2005/2006	2005/2006	2005/2006
Aberdeen City	499	498	495	£1,226,526	£1,807,378
Aberdeenshire	473	467	475	£644,488	£1,006,687
Angus	484	488	495	£369,373	£439,559
Argyll & Bute	491	499	499	£267,573	£480,686
Clackmannanshire	524	495	488	£264,936	£249,754
Dumfries & Galloway	483	491	483	£640,318	£937,900
Dundee City	479	482	486	Not Reported	Not Reported
East Ayrshire	480	487	487	£491,799	£839,143
East Dunbartonshire	468	479	488	£187,956	£514,256
East Lothian	1,088	484	491	£315,511	£561,016
East Renfrewshire	496	496	499	£87,930	£267,629
Edinburgh, City of	491	494	498	£4,577,782	£7,252,543
Eilean Siar	490	355	498	£69,006	£111,318
Falkirk	467	464	470	£850,308	£1,210,879
Fife	499	583	495	£977,582	£1,375,562
Glasgow City	464	483	489	£7,381,778	£10,914,607
Highland	487	493	493	£1,744,802	£1,604,455
Inverclyde	576	1,139	512	£838,017	£1,115,015
Midlothian	465	446	483	£641,755	£886,976
Moray	482	460	473	£188,002	£239,286
North Ayrshire	358	480	484	£854,884	£1,424,321
North Lanarkshire	500	495	494	£1,602,139	£1,930,326
Orkney Islands	454	454	449	£47,279	£58,176
Perth & Kinross	460	468	446	£357,316	£763,587
Renfrewshire	401	489	496	£1,760,168	£2,800,078
Scottish Borders	464	457	470	£375,821	£397,982
Shetland Islands	430	451	452	£75,036	£91,463
South Ayrshire	2,586	1,690	487	£609,861	£694,063
South Lanarkshire	472	468	479	£1,632,823	£1,456,693
Stirling	493	494	494	£265,962	£322,908
West Dunbartonshire	497	494	493	£350,044	£888,288
West Lothian	474	472	481	£520,335	£1,125,040
Scotland	17,502	15,701	15,522	£22,691,099	£31,711,650

Benefits administration

Benefits Administration	Indicator 3			
	Overpayments recovered expressed as a percentage of housing benefit overpayments identified	Total overpayments debt at the start of the year plus the in-year overpayments	Overpayments recovered expressed as a percentage of housing benefits debt at the start of the plus in-year overpayments	Total overpayment debt outstanding
	2005/2006	2005/2006	2005/2006	2005/2006
Aberdeen City	67.9%	£5,812,930	21.1%	£5,812,930
Aberdeenshire	64.0%	£2,554,774	25.2%	£2,554,774
Angus	84.0%	£1,181,681	31.3%	£1,181,681
Argyll & Bute	55.7%	£1,080,385	24.8%	£1,080,385
Clackmannanshire	106.1%	£777,356	34.1%	£777,356
Dumfries & Galloway	68.3%	£2,746,802	23.3%	£2,746,802
Dundee City	Not Reported	Not Reported	Not Reported	Not Reported
East Ayrshire	58.6%	£1,544,921	31.8%	£1,544,921
East Dunbartonshire	36.5%	£2,399,887	7.8%	£2,399,887
East Lothian	56.2%	£1,295,130	24.4%	£1,295,130
East Renfrewshire	32.9%	£968,795	9.1%	£968,795
Edinburgh, City of	63.1%	£12,590,010	36.4%	£12,590,010
Eilean Siar	62.0%	£368,447	18.7%	£368,447
Falkirk	70.2%	£2,578,638	33.0%	£2,578,638
Fife	71.1%	£5,057,532	19.3%	£5,057,532
Glasgow City	67.6%	£17,316,611	42.6%	£17,316,611
Highland	108.7%	£2,818,860	61.9%	£2,818,860
Inverclyde	75.2%	£2,566,853	32.6%	£2,566,853
Midlothian	72.4%	£1,725,310	37.2%	£1,725,310
Moray	78.6%	£510,814	36.8%	£510,814
North Ayrshire	60.0%	£2,303,058	37.1%	£2,303,058
North Lanarkshire	83.0%	£3,984,654	40.2%	£3,984,654
Orkney Islands	81.3%	£121,028	39.1%	£121,028
Perth & Kinross	46.8%	£1,157,740	30.9%	£1,157,740
Renfrewshire	62.9%	£4,277,672	41.1%	£4,277,672
Scottish Borders	94.4%	£1,222,828	30.7%	£1,222,828
Shetland Islands	82.0%	£223,234	33.6%	£223,234
South Ayrshire	87.9%	£2,596,886	23.5%	£2,596,886
South Lanarkshire	112.1%	£4,574,547	35.7%	£4,574,547
Stirling	82.4%	£940,166	28.3%	£940,166
West Dunbartonshire	39.4%	£3,072,581	11.4%	£3,072,581
West Lothian	46.3%	£2,131,556	24.4%	£2,131,556
Scotland	71.6%	£69,994,570	32.4%	£69,994,570

Benefits administration

Benefits Administration	Indicator 3	
	Amount of housing benefit overpayments written off	Percentage of housing benefit overpayments written off
	2005/2006	2005/2006
Aberdeen City	£403,534	6.9%
Aberdeenshire	£36,795	1.4%
Angus	£43,767	3.7%
Argyll & Bute	£1,091	0.1%
Clackmannanshire	£0	0.0%
Dumfries & Galloway	£39,318	1.4%
Dundee City	Not Reported	Not Reported
East Ayrshire	£36,565	2.4%
East Dunbartonshire	£2,631	0.1%
East Lothian	£28,151	2.2%
East Renfrewshire	£0	0.0%
Edinburgh, City of	£162,653	1.3%
Eilean Siar	£8,213	2.2%
Falkirk	£252,645	9.8%
Fife	£14,736	0.3%
Glasgow City	£804,354	4.6%
Highland	£54,084	1.9%
Inverclyde	£270,233	10.5%
Midlothian	£20,554	1.2%
Moray	£4,696	0.9%
North Ayrshire	£221,466	9.6%
North Lanarkshire	£66,935	1.7%
Orkney Islands	£3,063	2.5%
Perth & Kinross	£83,667	7.2%
Renfrewshire	£98,504	2.3%
Scottish Borders	£86,674	7.1%
Shetland Islands	£14,194	6.4%
South Ayrshire	£382,614	14.7%
South Lanarkshire	£240,098	5.2%
Stirling	£17,796	1.9%
West Dunbartonshire	£207,668	6.8%
West Lothian	£228,283	10.7%
Scotland	£3,095,924	4.4%