

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.

Calculation of the cost per case is based on a weighting formula provided by the Department for Work & Pensions to reflect the work involved in handling different types of case. This formula changed in 2006/07 and, consequently, the information cannot be compared with that of previous years.

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 registered social landlord caseload	Weighted registered social landlord caseload	Average council tax benefit caseload	Weighted Council Tax Benefit caseload	Gross cost of providing the service	Gross administration cost per case
	2006/2007	2006/2007	2006/2007	2006/2007	2006/2007	2006/2007
Aberdeen City	2,206	4,412	16,865	25,635	£2,244,909	£44.85
Aberdeenshire	1,852	3,704	13,092	19,900	£2,076,197	£56.34
Angus	1,745	3,489	9,663	14,688	£1,558,861	£55.93
Argyll & Bute	2,220	4,440	7,797	11,851	£987,820	£43.74
Clackmannanshire	1,066	2,132	5,275	8,018	£521,775	£33.84
Dumfries & Galloway	8,290	16,580	13,563	20,616	£1,608,677	£38.69
Dundee City	4,876	9,752	20,060	30,491	£4,547,753	£74.25
East Ayrshire	2,129	4,258	14,777	22,461	£1,990,014	£47.83
East Dunbartonshire	1,046	2,092	6,068	9,223	£598,735	£37.75
East Lothian	1,156	2,312	7,466	11,348	£1,065,721	£50.21
East Renfrewshire	735	1,470	5,060	7,691	£836,171	£61.55
Edinburgh, City of	9,439	18,878	40,457	61,495	£5,218,180	£43.06
Eilean Siar	588	1,176	3,121	4,744	£517,245	£73.38
Falkirk	1,471	2,942	14,375	21,850	£1,300,810	£31.66
Fife	4,420	8,840	33,517	50,946	£4,982,437	£52.10
Glasgow City	77,490	154,980	102,082	155,165	£13,549,856	£40.62
Highland	2,723	5,446	18,258	27,752	£3,435,356	£68.60
Inverclyde	2,443	4,886	11,791	17,922	£1,392,321	£41.09
Midlothian	1,749	3,498	6,380	9,698	£938,707	£50.90
Moray	906	1,812	6,116	9,296	£1,063,384	£61.45
North Ayrshire	2,658	5,316	17,294	26,287	£1,996,506	£40.55
North Lanarkshire	5,483	10,966	41,089	62,455	£3,159,891	£27.50
Orkney Islands	230	460	1,382	2,101	£193,572	£53.59
Perth & Kinross	1,669	3,338	9,504	14,446	£1,358,546	£49.33
Renfrewshire	4,449	8,897	19,776	30,060	£2,454,646	£43.01
Scottish Borders	5,959	11,918	9,173	13,943	£1,674,233	£59.28
Shetland Islands	85	170	1,375	2,090	£244,807	£65.53
South Ayrshire	1,130	2,260	11,545	17,548	£1,468,877	£45.56
South Lanarkshire	2,310	4,620	34,624	52,628	£1,294,528	£13.86
Stirling	899	1,797	6,554	9,961	£662,182	£36.05
West Dunbartonshire	3,333	6,666	14,156	21,517	£1,604,887	£39.37
West Lothian	3,007	6,015	15,390	23,392	£1,878,833	£41.18
Scotland	159,762	319,522	537,645	817,218	£68,426,437	£43.28

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Benefits Administration	Indicator 2					
	Number of new claims, both successful and unsuccessful (as per stats 121/122)			Total days to process new claims		
	2004/2005	2005/2006	2006/2007	2004/2005	2005/2006	2006/2007
Aberdeen City	15,154	13,214	13,785	452,882	367,446	356,595
Aberdeenshire	11,635	9,348	9,788	623,606	310,987	330,703
Angus	6,920	5,891	6,062	369,213	252,452	183,996
Argyll & Bute	7,084	6,075	5,435	282,212	205,856	142,306
Clackmannanshire	3,952	2,414	2,919	110,672	75,950	128,415
Dumfries & Galloway	8,781	7,085	9,234	347,153	277,125	390,433
Dundee City	16,775	11,886	13,222	952,097	368,031	419,158
East Ayrshire	8,938	7,601	9,725	243,128	233,180	351,906
East Dunbartonshire	3,515	2,512	3,787	274,200	107,806	140,372
East Lothian	4,385	4,406	4,420	128,567	150,921	147,269
East Renfrewshire	2,493	2,318	2,351	80,232	82,743	80,274
Edinburgh, City of	42,477	22,407	27,039	3,166,321	643,916	647,404
Eilean Siar	2,115	1,923	1,637	99,257	73,796	56,390
Falkirk	9,672	10,882	10,884	235,803	303,013	324,128
Fife	14,048	9,790	13,297	515,900	512,135	558,570
Glasgow City	26,206	25,911	42,371	649,119	992,070	1,602,035
Highland	16,483	13,669	13,054	742,038	448,072	374,190
Inverclyde	8,503	6,120	6,948	472,809	199,538	197,365
Midlothian	4,361	5,104	5,150	147,467	237,103	240,762
Moray	4,287	5,067	4,185	207,103	217,503	166,189
North Ayrshire	13,990	7,877	8,332	770,195	264,072	188,065
North Lanarkshire	21,468	21,980	22,189	378,918	394,918	399,423
Orkney Islands	1,126	920	889	34,710	25,324	22,938
Perth & Kinross	7,087	6,030	7,552	341,588	242,312	285,566
Renfrewshire	8,029	5,295	7,726	310,259	150,673	200,056
Scottish Borders	7,193	5,630	6,598	280,627	161,819	166,851
Shetland Islands	1,555	1,350	1,181	55,364	43,034	37,911
South Ayrshire	8,917	6,171	6,916	486,985	192,135	191,685
South Lanarkshire	17,237	15,885	16,061	266,289	243,141	275,592
Stirling	4,718	4,025	3,625	119,477	101,222	89,557
West Dunbartonshire	9,205	8,009	9,534	387,526	274,065	271,271
West Lothian	11,106	11,480	10,758	399,072	353,946	340,606
Scotland	325,900	268,275	306,654	13,656,589	8,506,304	9,307,981

Benefits administration

Benefits Administration	Indicator 2					
	Average time to process new claims			Number of changes of circumstances (as per stats 121/122)		
	2004/2005	2005/2006	2006/2007	2004/2005	2005/2006	2006/2007
Aberdeen City	29.9 days	27.8 days	25.9 days	36,480	27,904	25,213
Aberdeenshire	53.6 days	33.3 days	33.8 days	25,561	23,045	12,040
Angus	53.4 days	42.9 days	30.4 days	17,452	8,277	8,037
Argyll & Bute	39.8 days	33.9 days	26.2 days	17,485	11,166	12,986
Clackmannanshire	28.0 days	31.5 days	44.0 days	11,847	12,652	12,462
Dumfries & Galloway	39.5 days	39.1 days	42.3 days	35,061	6,400	14,796
Dundee City	56.8 days	31.0 days	31.7 days	50,139	33,034	17,759
East Ayrshire	27.2 days	30.7 days	36.2 days	28,014	27,367	19,393
East Dunbartonshire	78.0 days	42.9 days	37.1 days	15,079	2,477	2,240
East Lothian	29.3 days	34.3 days	33.3 days	16,841	15,229	12,449
East Renfrewshire	32.2 days	35.7 days	34.1 days	8,173	8,350	9,292
Edinburgh, City of	74.5 days	28.7 days	23.9 days	87,798	33,689	26,205
Eilean Siar	46.9 days	38.4 days	34.4 days	4,507	3,542	1,978
Falkirk	24.4 days	27.8 days	29.8 days	24,482	24,909	19,946
Fife	36.7 days	52.3 days	42.0 days	47,482	40,231	33,126
Glasgow City	24.8 days	38.3 days	37.8 days	125,748	106,273	281,278
Highland	45.0 days	32.8 days	28.7 days	39,136	13,614	13,120
Inverclyde	55.6 days	32.6 days	28.4 days	31,200	4,819	746
Midlothian	33.8 days	46.5 days	46.7 days	12,625	11,753	11,211
Moray	48.3 days	42.9 days	39.7 days	11,874	10,307	6,981
North Ayrshire	55.1 days	33.5 days	22.6 days	34,361	14,591	5,882
North Lanarkshire	17.7 days	18.0 days	18.0 days	74,356	54,938	52,349
Orkney Islands	30.8 days	27.5 days	25.8 days	3,583	1,122	1,263
Perth & Kinross	48.2 days	40.2 days	37.8 days	22,162	13,807	8,747
Renfrewshire	38.6 days	28.5 days	25.9 days	56,564	11,933	14,441
Scottish Borders	39.0 days	28.7 days	25.3 days	20,058	8,638	14,030
Shetland Islands	35.6 days	31.9 days	32.1 days	3,064	2,491	2,962
South Ayrshire	54.6 days	31.1 days	27.7 days	26,756	14,437	7,630
South Lanarkshire	15.4 days	15.3 days	17.2 days	76,013	78,051	68,953
Stirling	25.3 days	25.1 days	24.7 days	12,558	11,282	10,073
West Dunbartonshire	42.1 days	34.2 days	28.5 days	35,158	3,328	2,995
West Lothian	35.9 days	30.8 days	31.7 days	35,289	35,922	27,594
Scotland	41.9 days	31.7 days	30.4 days	1,031,827	675,578	758,177

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Benefits Administration	Indicator 2					
	Total days to process changes of circumstances claims			Average time to process changes of circumstances		
	2004/2005	2005/2006	2006/2007	2004/2005	2005/2006	2006/2007
Aberdeen City	541,989	458,599	363,909	14.9 days	16.4 days	14.4 days
Aberdeenshire	176,820	513,780	210,955	6.9 days	22.3 days	17.5 days
Angus	271,663	143,229	119,940	15.6 days	17.3 days	14.9 days
Argyll & Bute	115,612	207,856	175,241	6.6 days	18.6 days	13.5 days
Clackmannanshire	139,647	146,302	200,396	11.8 days	11.6 days	16.1 days
Dumfries & Galloway	279,432	165,288	173,165	8.0 days	25.8 days	11.7 days
Dundee City	1,045,650	463,605	233,646	20.9 days	14.0 days	13.2 days
East Ayrshire	124,791	137,118	160,544	4.5 days	5.0 days	8.3 days
East Dunbartonshire	175,756	41,926	18,596	11.7 days	16.9 days	8.3 days
East Lothian	87,492	69,413	67,141	5.2 days	4.6 days	5.4 days
East Renfrewshire	99,767	101,708	116,262	12.2 days	12.2 days	12.5 days
Edinburgh, City of	1,908,288	1,050,956	543,730	21.7 days	31.2 days	20.7 days
Eilean Siar	55,345	63,536	21,657	12.3 days	17.9 days	10.9 days
Falkirk	179,457	202,755	151,654	7.3 days	8.1 days	7.6 days
Fife	702,809	882,979	723,152	14.8 days	21.9 days	21.8 days
Glasgow City	1,558,540	1,926,859	2,245,785	12.4 days	18.1 days	8.0 days
Highland	226,139	181,803	136,329	5.8 days	13.4 days	10.4 days
Inverclyde	144,021	95,772	12,176	4.6 days	19.9 days	16.3 days
Midlothian	119,807	119,225	104,345	9.5 days	10.1 days	9.3 days
Moray	207,912	147,780	76,982	17.5 days	14.3 days	11.0 days
North Ayrshire	432,923	420,761	74,057	12.6 days	28.8 days	12.6 days
North Lanarkshire	238,467	350,089	203,488	3.2 days	6.4 days	3.9 days
Orkney Islands	17,874	18,322	15,176	5.0 days	16.3 days	12.0 days
Perth & Kinross	173,505	229,408	162,234	7.8 days	16.6 days	18.5 days
Renfrewshire	550,900	323,327	273,624	9.7 days	27.1 days	18.9 days
Scottish Borders	183,477	148,447	108,731	9.1 days	17.2 days	7.7 days
Shetland Islands	8,993	15,623	36,430	2.9 days	6.3 days	12.3 days
South Ayrshire	307,340	260,494	133,646	11.5 days	18.0 days	17.5 days
South Lanarkshire	525,160	485,791	412,342	6.9 days	6.2 days	6.0 days
Stirling	109,272	130,833	91,823	8.7 days	11.6 days	9.1 days
West Dunbartonshire	131,503	84,990	43,578	3.7 days	25.5 days	14.6 days
West Lothian	331,828	235,064	187,806	9.4 days	6.5 days	6.8 days
Scotland	10,996,423	9,823,638	7,598,540	10.7 days	14.5 days	10.0 days

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	Percentage of cases for which the calculation of the amount of benefit due was correct			Number of cases sampled		
	2004/2005	2005/2006	2006/2007	2004/2005	2005/2006	2006/2007
Aberdeen City	99.6%	99.0%	98.6%	500	500	500
Aberdeenshire	93.4%	95.0%	96.8%	500	500	500
Angus	97.6%	99.0%	98.6%	500	500	500
Argyll & Bute	99.8%	99.8%	99.6%	500	500	500
Clackmannanshire	99.0%	97.6%	94.8%	500	500	500
Dumfries & Galloway	98.2%	96.6%	98.0%	500	500	500
Dundee City	96.4%	97.2%	98.0%	500	500	500
East Ayrshire	97.4%	97.4%	97.0%	500	500	500
East Dunbartonshire	95.8%	97.6%	96.0%	500	500	500
East Lothian	96.8%	98.2%	98.8%	500	500	500
East Renfrewshire	99.2%	99.8%	99.4%	500	500	500
Edinburgh, City of	98.8%	99.6%	99.6%	500	500	500
Eilean Siar	97.5%	99.0%	99.0%	364	503	585
Falkirk	92.8%	94.0%	95.6%	500	500	500
Fife	99.3%	99.0%	99.0%	587	500	500
Glasgow City	96.6%	97.8%	97.8%	500	500	500
Highland	98.6%	98.6%	98.6%	500	500	500
Inverclyde	93.6%	98.1%	97.6%	1,217	522	500
Midlothian	89.2%	96.6%	97.4%	500	500	500
Moray	92.0%	94.6%	99.6%	500	500	500
North Ayrshire	96.0%	96.8%	98.6%	500	500	500
North Lanarkshire	99.0%	98.8%	99.6%	500	500	500
Orkney Islands	98.7%	97.6%	98.7%	460	460	460
Perth & Kinross	93.6%	89.2%	92.6%	500	500	500
Renfrewshire	97.8%	99.2%	99.4%	500	500	500
Scottish Borders	87.5%	94.0%	94.0%	522	500	500
Shetland Islands	99.8%	100.0%	99.8%	452	452	452
South Ayrshire	97.6%	97.4%	99.2%	1,731	500	500
South Lanarkshire	93.6%	95.8%	95.0%	500	500	500
Stirling	98.8%	98.8%	98.2%	500	500	500
West Dunbartonshire	98.8%	98.6%	97.8%	500	500	500
West Lothian	94.4%	96.2%	98.4%	500	500	500
Scotland	96.6%	97.4%	97.8%	16,252	15,937	15,997

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Benefits Administration	Indicator 3				
	Number of cases where benefit due was correct			Housing benefit overpayments recovered in the year	
	2004/2005	2005/2006	2006/2007	2005/2006	2006/2007
Aberdeen City	498	495	493	£1,226,526	£1,286,397
Aberdeenshire	467	475	484	£644,488	£590,201
Angus	488	495	493	£369,373	£411,082
Argyll & Bute	499	499	498	£267,573	£331,487
Clackmannanshire	495	488	474	£264,936	£281,652
Dumfries & Galloway	491	483	490	£640,318	£773,603
Dundee City	482	486	490	Not Reported	Not Reported
East Ayrshire	487	487	485	£491,799	£653,285
East Dunbartonshire	479	488	480	£187,956	£313,216
East Lothian	484	491	494	£315,511	£322,513
East Renfrewshire	496	499	497	£87,930	£113,605
Edinburgh, City of	494	498	498	£4,577,782	£5,303,820
Eilean Siar	355	498	579	£69,006	£50,668
Falkirk	464	470	478	£850,308	£618,554
Fife	583	495	495	£977,582	£1,303,619
Glasgow City	483	489	489	£7,381,778	£6,001,013
Highland	493	493	493	£1,744,802	£1,736,033
Inverclyde	1,139	512	488	£838,017	£756,729
Midlothian	446	483	487	£641,755	£700,073
Moray	460	473	498	£188,002	£185,986
North Ayrshire	480	484	493	£854,884	£1,109,146
North Lanarkshire	495	494	498	£1,602,139	£1,600,180
Orkney Islands	454	449	454	£47,279	£42,928
Perth & Kinross	468	446	463	£357,316	£483,996
Renfrewshire	489	496	497	£1,760,168	£1,237,020
Scottish Borders	457	470	470	£375,821	£421,059
Shetland Islands	451	452	451	£75,036	£65,855
South Ayrshire	1,690	487	496	£609,861	£540,340
South Lanarkshire	468	479	475	£1,632,823	£1,066,472
Stirling	494	494	491	£265,962	£272,414
West Dunbartonshire	494	493	489	£350,044	£451,899
West Lothian	472	481	492	£520,335	£645,227
Scotland	15,701	15,522	15,652	£22,691,099	£29,670,072

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	Total housing benefit overpayments identified in the year		Overpayments recovered expressed as a percentage of housing benefit overpayments identified	
	2005/2006	2006/2007	2005/2006	2006/2007
Aberdeen City	£1,807,378	£1,392,319	67.9%	92.4%
Aberdeenshire	£1,006,687	£902,643	64.0%	65.4%
Angus	£439,559	£472,587	84.0%	87.0%
Argyll & Bute	£480,686	£366,321	55.7%	90.5%
Clackmannanshire	£249,754	£358,422	106.1%	78.6%
Dumfries & Galloway	£937,900	£865,256	68.3%	89.4%
Dundee City	Not Reported	Not Reported	Not Reported	Not Reported
East Ayrshire	£839,143	£849,247	58.6%	76.9%
East Dunbartonshire	£514,256	£452,350	36.5%	69.2%
East Lothian	£561,016	£425,903	56.2%	75.7%
East Renfrewshire	£267,629	£207,622	32.9%	54.7%
Edinburgh, City of	£7,252,543	£7,415,272	63.1%	71.5%
Eilean Siar	£111,318	£109,827	62.0%	46.1%
Falkirk	£1,210,879	£1,084,564	70.2%	57.0%
Fife	£1,375,562	£1,727,854	71.1%	75.4%
Glasgow City	£10,914,607	£8,737,114	67.6%	68.7%
Highland	£1,604,455	£1,546,127	108.7%	112.3%
Inverclyde	£1,115,015	£934,973	75.2%	80.9%
Midlothian	£886,976	£804,010	72.4%	87.1%
Moray	£239,286	£168,150	78.6%	110.6%
North Ayrshire	£1,424,321	£1,411,120	60.0%	78.6%
North Lanarkshire	£1,930,326	£1,899,079	83.0%	84.3%
Orkney Islands	£58,176	£48,788	81.3%	88.0%
Perth & Kinross	£763,587	£860,231	46.8%	56.3%
Renfrewshire	£2,800,078	£2,045,794	62.9%	60.5%
Scottish Borders	£397,982	£389,401	94.4%	108.1%
Shetland Islands	£91,463	£98,800	82.0%	66.7%
South Ayrshire	£694,063	£972,935	87.9%	55.5%
South Lanarkshire	£1,456,693	£1,615,449	112.1%	66.0%
Stirling	£322,908	£364,787	82.4%	74.7%
West Dunbartonshire	£888,288	£937,676	39.4%	48.2%
West Lothian	£1,125,040	£1,084,020	46.3%	59.5%
Scotland	£31,711,650	£40,548,641	71.6%	73.2%

Benefits administration

Benefits Administration	Indicator 3			
	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	
	2005/2006	2006/2007	2005/2006	2006/2007
Aberdeen City	£5,812,930	£5,660,421	21.1%	22.7%
Aberdeenshire	£2,554,774	£2,362,597	25.2%	25.0%
Angus	£1,181,681	£1,200,871	31.3%	34.2%
Argyll & Bute	£1,080,385	£1,179,134	24.8%	28.1%
Clackmannanshire	£777,356	£870,978	34.1%	32.3%
Dumfries & Galloway	£2,746,802	£2,714,878	23.3%	28.5%
Dundee City	Not Reported	Not Reported	Not Reported	Not Reported
East Ayrshire	£1,544,921	£1,865,804	31.8%	35.0%
East Dunbartonshire	£2,399,887	£1,979,140	7.8%	15.8%
East Lothian	£1,295,130	£1,337,466	24.4%	24.1%
East Renfrewshire	£968,795	£1,072,850	9.1%	10.6%
Edinburgh, City of	£12,590,010	£14,666,168	36.4%	36.2%
Eilean Siar	£368,447	£369,863	18.7%	13.7%
Falkirk	£2,578,638	£2,560,249	33.0%	24.2%
Fife	£5,057,532	£5,724,653	19.3%	22.8%
Glasgow City	£17,316,611	£15,399,459	42.6%	39.0%
Highland	£2,818,860	£2,566,101	61.9%	67.7%
Inverclyde	£2,566,853	£2,795,028	32.6%	27.1%
Midlothian	£1,725,310	£1,706,269	37.2%	41.0%
Moray	£510,814	£490,962	36.8%	37.9%
North Ayrshire	£2,303,058	£3,070,448	37.1%	36.1%
North Lanarkshire	£3,984,654	£4,426,014	40.2%	36.2%
Orkney Islands	£121,028	£128,918	39.1%	33.3%
Perth & Kinross	£1,157,740	£1,155,454	30.9%	41.9%
Renfrewshire	£4,277,672	£4,149,258	41.1%	29.8%
Scottish Borders	£1,222,828	£1,149,734	30.7%	36.6%
Shetland Islands	£223,234	£229,202	33.6%	28.7%
South Ayrshire	£2,596,886	£2,450,000	23.5%	22.1%
South Lanarkshire	£4,574,547	£4,401,484	35.7%	24.2%
Stirling	£940,166	£1,018,545	28.3%	26.7%
West Dunbartonshire	£3,072,581	£3,441,294	11.4%	13.1%
West Lothian	£2,131,556	£2,463,988	24.4%	26.2%
Scotland	£69,994,570	£94,607,230	32.4%	31.4%

Benefits administration

Benefits Administration	Indicator 3			
	Amount of housing benefit overpayments written off		Percentage of housing benefit overpayments written off	
	2005/2006	2006/2007	2005/2006	2006/2007
Aberdeen City	£403,534	£359,638	6.9%	6.4%
Aberdeenshire	£36,795	£60,754	1.4%	2.6%
Angus	£43,767	£95,482	3.7%	8.0%
Argyll & Bute	£1,091	£56,626	0.1%	4.8%
Clackmannanshire	£0	£0	0.0%	0.0%
Dumfries & Galloway	£39,318	£83,014	1.4%	3.1%
Dundee City	Not Reported	£292,806	Not Reported	Not Reported
East Ayrshire	£36,565	£141,564	2.4%	7.6%
East Dunbartonshire	£2,631	£213,119	0.1%	10.8%
East Lothian	£28,151	£9,145	2.2%	0.7%
East Renfrewshire	£0	£0	0.0%	0.0%
Edinburgh, City of	£162,653	£831,987	1.3%	5.7%
Eilean Siar	£8,213	£3,923	2.2%	1.1%
Falkirk	£252,645	£189,729	9.8%	7.4%
Fife	£14,736	£29,833	0.3%	0.5%
Glasgow City	£804,354	£2,038,791	4.6%	13.2%
Highland	£54,084	£41,697	1.9%	1.6%
Inverclyde	£270,233	£177,454	10.5%	6.3%
Midlothian	£20,554	£7,170	1.2%	0.4%
Moray	£4,696	£19,283	0.9%	3.9%
North Ayrshire	£221,466	£250,141	9.6%	8.1%
North Lanarkshire	£66,935	£72,703	1.7%	1.6%
Orkney Islands	£3,063	£3,718	2.5%	2.9%
Perth & Kinross	£83,667	£86,298	7.2%	7.5%
Renfrewshire	£98,504	£66,317	2.3%	1.6%
Scottish Borders	£86,674	£39,236	7.1%	3.4%
Shetland Islands	£14,194	£9,222	6.4%	4.0%
South Ayrshire	£382,614	£301,934	14.7%	12.3%
South Lanarkshire	£240,098	£632,203	5.2%	14.4%
Stirling	£17,796	£74,049	1.9%	7.3%
West Dunbartonshire	£207,668	£159,803	6.8%	4.6%
West Lothian	£228,283	£127,239	10.7%	5.2%
Scotland	£3,095,924	£6,474,878	4.4%	6.5%