

## Benefits administration

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### **Administration costs - the overall gross administration cost (£) per council tax or housing benefit application**

The indicator shows the average administration cost in each council for dealing with Housing and Council Tax Benefit cases.

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.

### **Points to bear in mind**

Benefit claims may be more complicated in areas where:

- more people reside at different addresses for short periods of time
- there are more in privately rented accommodation, where the application process is more complex
- there are more people in shared accommodation.

Consequently, the time taken to collect all the information needed to process a claim may be longer and the costs of providing the service, higher.

## Benefits administration

Administration costs - the overall gross administration cost (£) per council tax or housing benefit application

Council	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
	1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City	16		-	-	44.85			
Aberdeenshire	25	✗	-	-	56.34			
Angus	24		-	-	55.93			
Argyll & Bute	15		-	-	43.74			
Clackmannanshire	4	✓	-	-	33.84			
Dumfries & Galloway	7	✓	-	-	38.69			
Dundee City	32	✗	-	-	74.25			
East Ayrshire	18		-	-	47.83			
East Dunbartonshire	6	✓	-	-	37.75			
East Lothian	20		-	-	50.21			
East Renfrewshire	28	✗	-	-	61.55			
City of Edinburgh	14		-	-	43.06			
Eilean Siar	31	✗	-	-	73.38			
Falkirk	3	✓	-	-	31.66			
Fife	22		-	-	52.10			
Glasgow City	10		-	-	40.62			
Highland	30	✗	-	-	68.60			
Inverclyde	11		-	-	41.09			
Midlothian	21		-	-	50.90			
Moray	27	✗	-	-	61.45			
North Ayrshire	9		-	-	40.55			
North Lanarkshire	2	✓	-	-	27.50			
Orkney Islands	23		-	-	53.59			
Perth & Kinross	19		-	-	49.33			
Renfrewshire	13		-	-	43.01			
Scottish Borders	26	✗	-	-	59.28			
Shetland Islands	29	✗	-	-	65.53			
South Ayrshire	17		-	-	45.56			
South Lanarkshire	1	✓	-	-	13.86			
Stirling	5	✓	-	-	36.05			
West Dunbartonshire	8	✓	-	-	39.37			
West Lothian	12		-	-	41.18			
			<b>Scotland</b>					
			-	-	43.28			

Ranked performance	04/05	05/06	06/07
Highest ranked performance	-	-	13.86
Upper quartile	-	-	40.26
Median	-	-	45.21
Lower quartile	-	-	56.03
Lowest ranked performance	-	-	74.25

Data features	Symbol	04/05	05/06	06/07
PI not applicable	(-)	32	32	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2004/05	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

### Notes

An underlined PI measurement indicates unreliable data.

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### **New claims - the average time (days) taken to process new claims**

This indicator measures the efficiency of the council in processing Housing Benefit and Council Tax benefit applications.

A 'new claim' means:

- any claim for Housing Benefit (HB) or Council Tax Benefit (CTB) when Income Support or Jobseekers Allowance (Income Based) stops
- any claim following from a change of address
- any claim that fixes the start date of a benefit period, except when there is no break in entitlement from the previous claim.

The time taken for each claim to be processed is counted in calendar days from (and including) the day on which the application is physically received at the designated local authority office to (and including) the day on which that claim is determined. The time includes any non-working days.

The DWP has set targets for processing times as a guide to performance levels that councils should hope to achieve or exceed. The target is based on the top quarter of all performance figures reported to the Department by councils across the UK.

- Target processing time for new claims – 36 days

### **Points to bear in mind**

The average overall time for dealing with applications is important from the applicant's perspective since it is the elapsed time experienced by them. The major factors influencing the processing time will be the management and level of resources given to the task.

Benefit claims may be more complicated in areas where:

- more people reside at different addresses for short periods of time
- there are more people in privately rented accommodation, where the application process is more complex
- there are more people in shared accommodation.

Consequently, the time taken to collect all the information needed to process a claim may be longer and the costs of providing the service, higher.

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### New claims - the average time (days) taken to process new claims

Council	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
	1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City	8	✓	-	27.8	25.9			
Aberdeenshire	21		-	33.3	33.8			
Angus	16		-	42.9	30.4			
Argyll & Bute	10		-	33.9	26.2			
Clackmannanshire	31	✗	-	31.5	44.0			
Dumfries & Galloway	30	✗	-	39.1	42.3			
Dundee City	17		-	31.0	31.7			
East Ayrshire	24		-	30.7	36.2			
East Dunbartonshire	25	✗	-	42.9	37.1			
East Lothian	20		-	34.3	33.3			
East Renfrewshire	22		-	35.7	34.1			
City of Edinburgh	4	✓	-	28.7	23.9			
Eilean Siar	23		-	38.4	34.4			
Falkirk	15		-	27.8	29.8			
Fife	29	✗	-	52.3	42.0			
Glasgow City	26	✗	-	38.3	37.8			
Highland	14		-	32.8	28.7			
Inverclyde	12		-	32.6	28.4			
Midlothian	32	✗	-	46.5	46.7			
Moray	28	✗	-	42.9	39.7			
North Ayrshire	3	✓	-	33.5	22.6			
North Lanarkshire	2	✓	-	18.0	18.0			
Orkney Islands	7	✓	-	27.5	25.8			
Perth & Kinross	26	✗	-	40.2	37.8			
Renfrewshire	8	✓	-	28.5	25.9			
Scottish Borders	6	✓	-	28.7	25.3			
Shetland Islands	19		-	31.9	32.1			
South Ayrshire	11		-	31.1	27.7			
South Lanarkshire	1	✓	-	15.3	17.2			
Stirling	5	✓	-	25.1	24.7			
West Dunbartonshire	13		-	34.2	28.5			
West Lothian	17		-	30.8	31.7			
			<b>Scotland</b>					
			-	31.7	30.4			

Ranked performance	04/05	05/06	06/07
Highest ranked performance	-	15.3	17.2
Upper quartile	-	28.7	25.9
Median	-	32.7	31.1
Lower quartile	-	38.3	36.4
Lowest ranked performance	-	52.3	46.7

Data features	Symbol	04/05	05/06	06/07
PI not applicable	(-)	32	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2004/05	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

#### Notes

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