

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 rent rebate caseload			Weighted rent rebate caseload	
	2005/2006	2006/2007	2007/2008	2006/2007	2007/2008
Aberdeen City	12,066	11,850	11,336	17,894	17,117
Aberdeenshire	6,877	6,687	6,460	10,097	9,755
Angus	4,635	4,601	4,468	6,947	6,747
Argyll & Bute	3,173	2,325	1	3,511	2
Clackmannanshire	3,103	2,963	2,939	4,474	4,438
Dumfries & Galloway	168	180	215	272	324
Dundee City	10,434	10,049	9,735	15,174	14,700
East Ayrshire	9,027	8,571	8,226	12,942	12,421
East Dunbartonshire	2,307	2,245	2,109	3,390	3,185
East Lothian	4,192	4,090	3,943	6,176	5,954
East Renfrewshire	2,050	2,033	1,912	3,070	2,887
Edinburgh, City of	16,965	16,559	15,375	25,004	23,216
Eilean Siar	1,117	567	37	856	56
Falkirk	10,034	9,619	9,319	14,525	14,072
Fife	19,593	19,255	18,904	29,075	28,545
Glasgow City	1,321	1,284	1,625	1,939	2,454
Highland	9,059	8,939	8,545	13,498	12,903
Inverclyde	5,841	5,564	3,954	8,402	5,971
Midlothian	2,679	2,684	2,612	4,053	3,944
Moray	3,104	3,072	2,986	4,639	4,509
North Ayrshire	9,747	9,541	9,088	14,407	13,723
North Lanarkshire	25,516	24,473	23,343	36,954	35,248
Orkney Islands	420	420	390	634	589
Perth & Kinross	4,362	4,276	4,086	6,457	6,170
Renfrewshire	10,034	9,499	8,988	14,343	13,572
Scottish Borders	20	32	41	48	62
Shetland Islands	884	890	839	1,344	1,267
South Ayrshire	6,032	5,915	5,762	8,932	8,701
South Lanarkshire	19,331	18,657	17,939	28,172	27,088
Stirling	3,790	3,643	3,481	5,501	5,256
West Dunbartonshire	7,727	7,602	7,453	11,479	11,254
West Lothian	8,101	7,847	7,647	11,849	11,547
Scotland	223,709	215,932	203,758	326,058	307,677

Benefits administration

Benefits Administration	Indicator 1				
	Average private rented sector caseload			Weighted private rented sector caseload	
	2005/2006	2006/2007	2007/2008	2006/2007	2007/2008
Aberdeen City	1,103	991	816	2,111	1,738
Aberdeenshire	1,521	1,480	1,427	3,152	3,040
Angus	1,313	1,291	1,230	2,750	2,620
Argyll & Bute	1,216	1,305	1,272	2,780	2,709
Clackmannanshire	348	373	396	794	843
Dumfries & Galloway	1,953	1,928	1,886	4,107	4,018
Dundee City	2,841	2,737	2,715	5,830	5,783
East Ayrshire	939	913	972	1,944	2,070
East Dunbartonshire	446	543	620	1,157	1,321
East Lothian	625	652	699	1,389	1,489
East Renfrewshire	597	636	654	1,355	1,393
Edinburgh, City of	7,443	7,427	7,771	15,820	16,552
Eilean Siar	167	128	132	273	281
Falkirk	833	830	639	1,768	1,361
Fife	2,927	3,176	3,776	6,765	8,043
Glasgow City	9,526	10,083	9,541	21,477	20,322
Highland	1,667	1,589	2,025	3,385	4,313
Inverclyde	1,179	1,256	1,386	2,675	2,952
Midlothian	512	560	594	1,193	1,265
Moray	770	732	709	1,559	1,510
North Ayrshire	1,424	1,514	1,730	3,225	3,685
North Lanarkshire	1,944	2,133	2,408	4,543	5,129
Orkney Islands	188	196	201	417	428
Perth & Kinross	1,651	1,548	1,513	3,297	3,223
Renfrewshire	2,054	1,770	1,869	3,770	3,981
Scottish Borders	1,051	1,095	1,107	2,332	2,358
Shetland Islands	57	62	54	132	115
South Ayrshire	1,580	1,645	1,757	3,504	3,742
South Lanarkshire	2,119	3,751	2,645	7,990	5,634
Stirling	498	522	540	1,111	1,150
West Dunbartonshire	483	515	544	1,097	1,159
West Lothian	1,934	2,053	1,998	4,372	4,255
Scotland	52,909	55,434	55,626	118,074	118,482

Benefits administration

Benefits Administration	Indicator 1				
	Average registered social landlord caseload			Weighted registered social landlord caseload	
	2005/2006	2006/2007	2007/2008	2006/2007	2007/2008
Aberdeen City	2,133	2,206	2,167	4,412	4,334
Aberdeenshire	1,828	1,852	1,815	3,704	3,630
Angus	1,705	1,745	1,726	3,489	3,451
Argyll & Bute	1,404	2,220	4,474	4,440	8,948
Clackmannanshire	1,068	1,066	1,058	2,132	2,116
Dumfries & Galloway	8,405	8,290	8,144	16,580	16,288
Dundee City	4,768	4,876	4,849	9,752	9,698
East Ayrshire	2,192	2,129	2,268	4,258	4,535
East Dunbartonshire	1,133	1,046	1,031	2,092	2,062
East Lothian	1,115	1,156	1,163	2,312	2,326
East Renfrewshire	694	735	711	1,470	1,422
Edinburgh, City of	9,244	9,439	9,562	18,878	19,124
Eilean Siar	54	588	1,102	1,176	2,204
Falkirk	1,479	1,471	1,670	2,942	3,340
Fife	4,260	4,420	4,601	8,840	9,202
Glasgow City	79,719	77,490	75,316	154,980	150,632
Highland	2,657	2,723	2,956	5,446	5,912
Inverclyde	2,417	2,443	3,638	4,886	7,276
Midlothian	1,761	1,749	1,730	3,498	3,460
Moray	844	906	973	1,812	1,946
North Ayrshire	2,651	2,658	2,661	5,316	5,322
North Lanarkshire	5,446	5,483	5,399	10,966	10,798
Orkney Islands	222	230	235	460	470
Perth & Kinross	1,641	1,669	1,701	3,338	3,402
Renfrewshire	4,213	4,449	4,368	8,897	8,736
Scottish Borders	6,076	5,959	5,811	11,918	11,622
Shetland Islands	89	85	92	170	184
South Ayrshire	1,080	1,130	1,146	2,260	2,292
South Lanarkshire	3,660	2,310	3,723	4,620	7,446
Stirling	906	899	960	1,797	1,920
West Dunbartonshire	3,369	3,333	3,257	6,666	6,514
West Lothian	2,999	3,007	3,268	6,015	6,536
Scotland	161,232	159,762	163,575	319,522	327,148

Benefits administration

Benefits Administration	Indicator 1				
	Average council tax benefit caseload			Weighted Council Tax Benefit caseload	
	2005/2006	2006/2007	2007/2008	2006/2007	2007/2008
Aberdeen City	17,073	16,865	15,949	25,635	24,242
Aberdeenshire	13,083	13,092	12,657	19,900	19,239
Angus	9,565	9,663	9,426	14,688	14,328
Argyll & Bute	7,666	7,797	7,695	11,851	11,696
Clackmannanshire	5,344	5,275	5,087	8,018	7,732
Dumfries & Galloway	13,368	13,563	13,406	20,616	20,377
Dundee City	20,452	20,060	19,513	30,491	29,660
East Ayrshire	15,260	14,777	14,591	22,461	22,178
East Dunbartonshire	6,047	6,068	5,935	9,223	9,021
East Lothian	7,426	7,466	7,351	11,348	11,174
East Renfrewshire	4,940	5,060	4,886	7,691	7,427
Edinburgh, City of	41,110	40,457	39,481	61,495	60,011
Eilean Siar	3,099	3,121	3,047	4,744	4,631
Falkirk	14,607	14,375	14,105	21,850	21,440
Fife	33,112	33,517	33,897	50,946	51,523
Glasgow City	104,733	102,082	98,665	155,165	149,971
Highland	18,070	18,258	18,415	27,752	27,991
Inverclyde	11,928	11,791	11,358	17,922	17,264
Midlothian	6,417	6,380	6,267	9,698	9,526
Moray	6,082	6,116	6,101	9,296	9,274
North Ayrshire	17,226	17,294	17,027	26,287	25,881
North Lanarkshire	41,317	41,089	40,092	62,455	60,940
Orkney Islands	1,337	1,382	1,355	2,101	2,060
Perth & Kinross	9,514	9,504	9,313	14,446	14,156
Renfrewshire	20,391	19,776	19,098	30,060	29,029
Scottish Borders	9,123	9,173	8,973	13,943	13,639
Shetland Islands	1,374	1,375	1,315	2,090	1,999
South Ayrshire	11,407	11,545	11,440	17,548	17,389
South Lanarkshire	34,758	34,624	33,830	52,628	51,422
Stirling	6,575	6,554	6,393	9,961	9,717
West Dunbartonshire	14,286	14,156	13,913	21,517	21,148
West Lothian	15,494	15,390	15,254	23,392	23,186
Scotland	542,184	537,645	525,835	817,218	799,271

Benefits administration

Benefits Administration	Indicator 1					
	Gross cost of providing the service			Gross administration cost per case		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	£2,355,876	£2,244,909	£2,114,802	£62.38	£44.85	£44.59
Aberdeenshire	£2,020,274	£2,076,197	£2,215,632	£70.40	£56.34	£62.13
Angus	£1,683,519	£1,558,861	£1,669,721	£77.19	£55.93	£61.51
Argyll & Bute	£976,088	£987,820	£1,241,835	£55.98	£43.74	£53.17
Clackmannanshire	£465,755	£521,775	£620,118	£39.09	£33.84	£40.99
Dumfries & Galloway	£1,601,564	£1,608,677	£1,668,024	£44.59	£38.69	£40.68
Dundee City	£4,345,842	£4,547,753	£4,319,764	£88.01	£74.25	£72.19
East Ayrshire	£1,673,025	£1,990,014	£1,921,257	£51.61	£47.83	£46.63
East Dunbartonshire	£619,808	£598,735	£523,248	£50.51	£37.75	£33.57
East Lothian	£919,898	£1,065,721	£1,206,533	£57.12	£50.21	£57.61
East Renfrewshire	£681,293	£836,171	£839,255	£65.79	£61.55	£63.92
Edinburgh, City of	£4,946,749	£5,218,180	£5,452,966	£49.92	£43.06	£45.86
Eilean Siar	£465,097	£517,245	£517,573	£91.86	£73.38	£72.16
Falkirk	£1,381,426	£1,300,810	£1,249,835	£44.45	£31.66	£31.08
Fife	£4,435,758	£4,982,437	£5,063,039	£61.85	£52.10	£52.03
Glasgow City	£11,709,311	£13,549,856	£13,656,476	£40.00	£40.62	£42.23
Highland	£3,400,445	£3,435,356	£3,329,084	£88.74	£68.60	£65.12
Inverclyde	£1,256,644	£1,392,321	£1,450,000	£47.21	£41.09	£43.33
Midlothian	£893,273	£938,707	£967,793	£61.97	£50.90	£53.19
Moray	£1,024,459	£1,063,384	£1,142,397	£76.45	£61.45	£66.27
North Ayrshire	£1,947,840	£1,996,506	£2,180,492	£52.03	£40.55	£44.86
North Lanarkshire	£2,791,254	£3,159,891	£3,018,679	£32.32	£27.50	£26.92
Orkney Islands	£179,728	£193,572	£208,529	£64.14	£53.59	£58.80
Perth & Kinross	£1,207,254	£1,358,546	£1,461,792	£54.29	£49.33	£54.24
Renfrewshire	£2,243,922	£2,454,646	£2,479,048	£48.98	£43.01	£44.81
Scottish Borders	£1,684,128	£1,674,233	£1,739,573	£69.21	£59.28	£62.84
Shetland Islands	£223,717	£244,807	£248,821	£82.49	£65.53	£69.80
South Ayrshire	£1,350,832	£1,468,877	£1,501,340	£54.60	£45.56	£46.74
South Lanarkshire	£1,237,174	£1,294,528	£1,323,318	£17.67	£13.86	£14.45
Stirling	£686,577	£662,182	£665,308	£48.90	£36.05	£36.87
West Dunbartonshire	£1,424,836	£1,604,887	£1,499,235	£45.82	£39.37	£37.41
West Lothian	£1,532,604	£1,878,833	£1,981,808	£42.73	£41.18	£43.53
Scotland	£63,365,970	£68,426,437	£69,477,295	£50.13	£43.28	£44.75

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		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	13,214	13,785	14,418	367,446	356,595	340,365
Aberdeenshire	9,348	9,788	8,914	310,987	330,703	264,198
Angus	5,891	6,062	5,971	252,452	183,996	156,676
Argyll & Bute	6,075	5,435	4,861	205,856	142,306	153,584
Clackmannanshire	2,414	2,919	3,414	75,950	128,415	79,044
Dumfries & Galloway	7,085	9,234	7,790	277,125	390,433	280,424
Dundee City	11,886	13,222	13,078	368,031	419,158	365,770
East Ayrshire	7,601	9,725	10,067	233,180	351,906	281,042
East Dunbartonshire	2,512	3,787	3,129	107,806	140,372	88,391
East Lothian	4,406	4,420	4,350	150,921	147,269	127,205
East Renfrewshire	2,318	2,351	2,137	82,743	80,274	79,718
Edinburgh, City of	22,407	27,039	24,917	643,916	647,404	716,075
Eilean Siar	1,923	1,637	1,363	73,796	56,390	42,085
Falkirk	10,882	10,884	9,933	303,013	324,128	266,542
Fife	9,790	13,297	12,896	512,135	558,570	356,893
Glasgow City	25,911	42,371	41,032	992,070	1,602,035	1,038,328
Highland	13,669	13,054	10,267	448,072	374,190	394,181
Inverclyde	6,120	6,948	7,069	199,538	197,365	166,288
Midlothian	5,104	5,150	4,270	237,103	240,762	164,798
Moray	5,067	4,185	4,241	217,503	166,189	146,221
North Ayrshire	7,877	8,332	10,294	264,072	188,065	223,858
North Lanarkshire	21,980	22,189	20,801	394,918	399,423	351,619
Orkney Islands	920	889	901	25,324	22,938	24,765
Perth & Kinross	6,030	7,552	6,918	242,312	285,566	182,959
Renfrewshire	5,295	7,726	12,284	150,673	200,056	355,078
Scottish Borders	5,630	6,598	6,589	161,819	166,851	172,658
Shetland Islands	1,350	1,181	978	43,034	37,911	28,560
South Ayrshire	6,171	6,916	6,788	192,135	191,685	137,918
South Lanarkshire	15,885	16,061	17,923	243,141	275,592	242,123
Stirling	4,025	3,625	3,293	101,222	89,557	65,518
West Dunbartonshire	8,009	9,534	8,613	274,065	271,271	179,473
West Lothian	11,480	10,758	11,088	353,946	340,606	280,471
Scotland	268,275	306,654	300,587	8,506,304	9,307,981	7,752,828

Benefits administration

Benefits Administration	Indicator 2					
	Average time to process new claims			Number of changes of circumstances (as per stats 121/122)		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	27.8 days	25.9 days	23.6 days	27,904	25,213	23,031
Aberdeenshire	33.3 days	33.8 days	29.6 days	23,045	12,040	16,597
Angus	42.9 days	30.4 days	26.2 days	8,277	8,037	9,135
Argyll & Bute	33.9 days	26.2 days	31.6 days	11,166	12,986	13,308
Clackmannanshire	31.5 days	44.0 days	23.2 days	12,652	12,462	14,436
Dumfries & Galloway	39.1 days	42.3 days	36.0 days	6,400	14,796	11,484
Dundee City	31.0 days	31.7 days	28.0 days	33,034	17,759	19,733
East Ayrshire	30.7 days	36.2 days	27.9 days	27,367	19,393	15,388
East Dunbartonshire	42.9 days	37.1 days	28.2 days	2,477	2,240	3,081
East Lothian	34.3 days	33.3 days	29.2 days	15,229	12,449	13,514
East Renfrewshire	35.7 days	34.1 days	37.3 days	8,350	9,292	7,671
Edinburgh, City of	28.7 days	23.9 days	28.7 days	33,689	26,205	30,972
Eilean Siar	38.4 days	34.4 days	30.9 days	3,542	1,978	1,681
Falkirk	27.8 days	29.8 days	26.8 days	24,909	19,946	15,304
Fife	52.3 days	42.0 days	27.7 days	40,231	33,126	25,471
Glasgow City	38.3 days	37.8 days	25.3 days	106,273	281,278	217,967
Highland	32.8 days	28.7 days	38.4 days	13,614	13,120	10,467
Inverclyde	32.6 days	28.4 days	23.5 days	4,819	746	6,535
Midlothian	46.5 days	46.7 days	38.6 days	11,753	11,211	9,285
Moray	42.9 days	39.7 days	34.5 days	10,307	6,981	7,561
North Ayrshire	33.5 days	22.6 days	21.7 days	14,591	5,882	14,031
North Lanarkshire	18.0 days	18.0 days	16.9 days	54,938	52,349	41,098
Orkney Islands	27.5 days	25.8 days	27.5 days	1,122	1,263	1,310
Perth & Kinross	40.2 days	37.8 days	26.4 days	13,807	8,747	6,718
Renfrewshire	28.5 days	25.9 days	28.9 days	11,933	14,441	18,971
Scottish Borders	28.7 days	25.3 days	26.2 days	8,638	14,030	13,412
Shetland Islands	31.9 days	32.1 days	29.2 days	2,491	2,962	2,673
South Ayrshire	31.1 days	27.7 days	20.3 days	14,437	7,630	9,305
South Lanarkshire	15.3 days	17.2 days	13.5 days	78,051	68,953	59,297
Stirling	25.1 days	24.7 days	19.9 days	11,282	10,073	9,957
West Dunbartonshire	34.2 days	28.5 days	20.8 days	3,328	2,995	10,592
West Lothian	30.8 days	31.7 days	25.3 days	35,922	27,594	27,433
Scotland	31.7 days	30.4 days	25.8 days	675,578	758,177	687,418

Benefits administration

Benefits Administration	Indicator 2					
	Total days to process changes of circumstances claims			Average time to process changes of circumstances		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	458,599	363,909	337,188	16.4 days	14.4 days	14.6 days
Aberdeenshire	513,780	210,955	340,213	22.3 days	17.5 days	20.5 days
Angus	143,229	119,940	99,503	17.3 days	14.9 days	10.9 days
Argyll & Bute	207,856	175,241	181,099	18.6 days	13.5 days	13.6 days
Clackmannanshire	146,302	200,396	138,048	11.6 days	16.1 days	9.6 days
Dumfries & Galloway	165,288	173,165	175,560	25.8 days	11.7 days	15.3 days
Dundee City	463,605	233,646	239,052	14.0 days	13.2 days	12.1 days
East Ayrshire	137,118	160,544	170,446	5.0 days	8.3 days	11.1 days
East Dunbartonshire	41,926	18,596	25,959	16.9 days	8.3 days	8.4 days
East Lothian	69,413	67,141	64,160	4.6 days	5.4 days	4.7 days
East Renfrewshire	101,708	116,262	116,251	12.2 days	12.5 days	15.2 days
Edinburgh, City of	1,050,956	543,730	866,906	31.2 days	20.7 days	28.0 days
Eilean Siar	63,536	21,657	20,327	17.9 days	10.9 days	12.1 days
Falkirk	202,755	151,654	80,067	8.1 days	7.6 days	5.2 days
Fife	882,979	723,152	398,587	21.9 days	21.8 days	15.6 days
Glasgow City	1,926,859	2,245,785	2,063,531	18.1 days	8.0 days	9.5 days
Highland	181,803	136,329	154,415	13.4 days	10.4 days	14.8 days
Inverclyde	95,772	12,176	51,169	19.9 days	16.3 days	7.8 days
Midlothian	119,225	104,345	72,315	10.1 days	9.3 days	7.8 days
Moray	147,780	76,982	79,494	14.3 days	11.0 days	10.5 days
North Ayrshire	420,761	74,057	148,071	28.8 days	12.6 days	10.6 days
North Lanarkshire	350,089	203,488	223,893	6.4 days	3.9 days	5.4 days
Orkney Islands	18,322	15,176	10,056	16.3 days	12.0 days	7.7 days
Perth & Kinross	229,408	162,234	73,345	16.6 days	18.5 days	10.9 days
Renfrewshire	323,327	273,624	267,121	27.1 days	18.9 days	14.1 days
Scottish Borders	148,447	108,731	116,991	17.2 days	7.7 days	8.7 days
Shetland Islands	15,623	36,430	21,113	6.3 days	12.3 days	7.9 days
South Ayrshire	260,494	133,646	119,547	18.0 days	17.5 days	12.8 days
South Lanarkshire	485,791	412,342	380,832	6.2 days	6.0 days	6.4 days
Stirling	130,833	91,823	65,485	11.6 days	9.1 days	6.6 days
West Dunbartonshire	84,990	43,578	86,313	25.5 days	14.6 days	8.1 days
West Lothian	235,064	187,806	120,716	6.5 days	6.8 days	4.4 days
Scotland	9,823,638	7,598,540	7,307,773	14.5 days	10.0 days	10.6 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		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	99.0%	98.6%	98.4%	500	500	500
Aberdeenshire	95.0%	96.8%	96.4%	500	500	500
Angus	99.0%	98.6%	98.4%	500	500	500
Argyll & Bute	99.8%	99.6%	99.2%	500	500	590
Clackmannanshire	97.6%	94.8%	97.4%	500	500	500
Dumfries & Galloway	96.6%	98.0%	99.0%	500	500	500
Dundee City	97.2%	98.0%	98.0%	500	500	500
East Ayrshire	97.4%	97.0%	96.2%	500	500	500
East Dunbartonshire	97.6%	96.0%	95.6%	500	500	500
East Lothian	98.2%	98.8%	97.6%	500	500	500
East Renfrewshire	99.8%	99.4%	99.4%	500	500	500
Edinburgh, City of	99.6%	99.6%	100.0%	500	500	500
Eilean Siar	99.0%	99.0%	99.4%	503	585	500
Falkirk	94.0%	95.6%	97.3%	500	500	736
Fife	99.0%	99.0%	99.5%	500	500	656
Glasgow City	97.8%	97.8%	98.0%	500	500	500
Highland	98.6%	98.6%	98.0%	500	500	500
Inverclyde	98.1%	97.6%	98.4%	522	500	498
Midlothian	96.6%	97.4%	97.4%	500	500	500
Moray	94.6%	99.6%	97.2%	500	500	500
North Ayrshire	96.8%	98.6%	99.2%	500	500	500
North Lanarkshire	98.8%	99.6%	98.8%	500	500	500
Orkney Islands	97.6%	98.7%	98.7%	460	460	460
Perth & Kinross	89.2%	92.6%	96.8%	500	500	500
Renfrewshire	99.2%	99.4%	99.0%	500	500	500
Scottish Borders	94.0%	94.0%	93.4%	500	500	500
Shetland Islands	100.0%	99.8%	99.8%	452	452	452
South Ayrshire	97.4%	99.2%	98.8%	500	500	500
South Lanarkshire	95.8%	95.0%	96.8%	500	500	500
Stirling	98.8%	98.2%	97.3%	500	500	298
West Dunbartonshire	98.6%	97.8%	98.4%	500	500	500
West Lothian	96.2%	98.4%	98.6%	500	500	500
Scotland	97.4%	97.8%	98.0%	15,937	15,997	16,190

Benefits administration

Benefits Administration	Indicator 3					
	Number of cases where benefit due was correct			Housing benefit overpayments recovered in the year		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	495	493	492	£1,226,526	£1,286,397	£1,084,746
Aberdeenshire	475	484	482	£644,488	£590,201	£954,364
Angus	495	493	492	£369,373	£411,082	£372,970
Argyll & Bute	499	498	585	£267,573	£331,487	£339,156
Clackmannanshire	488	474	487	£264,936	£281,652	£496,804
Dumfries & Galloway	483	490	495	£640,318	£773,603	£538,886
Dundee City	486	490	490	Not Reported	Not Reported	£818,160
East Ayrshire	487	485	481	£491,799	£653,285	£552,114
East Dunbartonshire	488	480	478	£187,956	£313,216	£231,950
East Lothian	491	494	488	£315,511	£322,513	£249,289
East Renfrewshire	499	497	497	£87,930	£113,605	£160,372
Edinburgh, City of	498	498	500	£4,577,782	£5,303,820	£6,603,427
Eilean Siar	498	579	497	£69,006	£50,668	£59,503
Falkirk	470	478	716	£850,308	£618,554	£808,338
Fife	495	495	653	£977,582	£1,303,619	£947,590
Glasgow City	489	489	490	£7,381,778	£6,001,013	£7,645,569
Highland	493	493	490	£1,744,802	£1,736,033	£1,589,856
Inverclyde	512	488	490	£838,017	£756,729	£666,727
Midlothian	483	487	487	£641,755	£700,073	£541,746
Moray	473	498	486	£188,002	£185,986	£208,461
North Ayrshire	484	493	496	£854,884	£1,109,146	£1,312,656
North Lanarkshire	494	498	494	£1,602,139	£1,600,180	£1,648,040
Orkney Islands	449	454	454	£47,279	£42,928	£44,962
Perth & Kinross	446	463	484	£357,316	£483,996	£686,448
Renfrewshire	496	497	495	£1,760,168	£1,237,020	£1,081,649
Scottish Borders	470	470	467	£375,821	£421,059	£437,156
Shetland Islands	452	451	451	£75,036	£65,855	£67,536
South Ayrshire	487	496	494	£609,861	£540,340	£546,420
South Lanarkshire	479	475	484	£1,632,823	£1,066,472	£1,036,639
Stirling	494	491	290	£265,962	£272,414	£288,755
West Dunbartonshire	493	489	492	£350,044	£451,899	£468,908
West Lothian	481	492	493	£520,335	£645,227	£610,505
Scotland	15,522	15,652	15,870	£22,691,099	£29,670,072	£32,281,542

Benefits administration

Benefits Administration	Indicator 3					
	Total housing benefit overpayments identified in the year			Overpayments recovered expressed as a percentage of housing benefit overpayments identified		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	£1,807,378	£1,392,319	£1,373,371	67.9%	92.4%	79.0%
Aberdeenshire	£1,006,687	£902,643	£1,243,746	64.0%	65.4%	76.7%
Angus	£439,559	£472,587	£448,444	84.0%	87.0%	83.2%
Argyll & Bute	£480,686	£366,321	£388,580	55.7%	90.5%	87.3%
Clackmannanshire	£249,754	£358,422	£455,221	106.1%	78.6%	109.1%
Dumfries & Galloway	£937,900	£865,256	£841,077	68.3%	89.4%	64.1%
Dundee City	Not Reported	Not Reported	£1,396,215	Not Reported	Not Reported	58.6%
East Ayrshire	£839,143	£849,247	£758,147	58.6%	76.9%	72.8%
East Dunbartonshire	£514,256	£452,350	£493,161	36.5%	69.2%	47.0%
East Lothian	£561,016	£425,903	£442,166	56.2%	75.7%	56.4%
East Renfrewshire	£267,629	£207,622	£243,286	32.9%	54.7%	65.9%
Edinburgh, City of	£7,252,543	£7,415,272	£10,123,298	63.1%	71.5%	65.2%
Eilean Siar	£111,318	£109,827	£84,312	62.0%	46.1%	70.6%
Falkirk	£1,210,879	£1,084,564	£1,154,406	70.2%	57.0%	70.0%
Fife	£1,375,562	£1,727,854	£1,775,135	71.1%	75.4%	53.4%
Glasgow City	£10,914,607	£8,737,114	£9,829,864	67.6%	68.7%	77.8%
Highland	£1,604,455	£1,546,127	£1,613,940	108.7%	112.3%	98.5%
Inverclyde	£1,115,015	£934,973	£822,429	75.2%	80.9%	81.1%
Midlothian	£886,976	£804,010	£554,524	72.4%	87.1%	97.7%
Moray	£239,286	£168,150	£282,125	78.6%	110.6%	73.9%
North Ayrshire	£1,424,321	£1,411,120	£1,692,833	60.0%	78.6%	77.5%
North Lanarkshire	£1,930,326	£1,899,079	£2,203,935	83.0%	84.3%	74.8%
Orkney Islands	£58,176	£48,788	£62,977	81.3%	88.0%	71.4%
Perth & Kinross	£763,587	£860,231	£1,014,348	46.8%	56.3%	67.7%
Renfrewshire	£2,800,078	£2,045,794	£1,534,143	62.9%	60.5%	70.5%
Scottish Borders	£397,982	£389,401	£504,118	94.4%	108.1%	86.7%
Shetland Islands	£91,463	£98,800	£79,166	82.0%	66.7%	85.3%
South Ayrshire	£694,063	£972,935	£932,086	87.9%	55.5%	58.6%
South Lanarkshire	£1,456,693	£1,615,449	£1,792,436	112.1%	66.0%	57.8%
Stirling	£322,908	£364,787	£324,250	82.4%	74.7%	89.1%
West Dunbartonshire	£888,288	£937,676	£747,400	39.4%	48.2%	62.7%
West Lothian	£1,125,040	£1,084,020	£916,673	46.3%	59.5%	66.6%
Scotland	£31,711,650	£40,548,641	£44,731,597	71.6%	73.2%	72.2%

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	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	£5,812,930	£5,660,421	£4,909,854	21.1%	22.7%	22.1%
Aberdeenshire	£2,554,774	£2,362,597	£2,958,836	25.2%	25.0%	32.3%
Angus	£1,181,681	£1,200,871	£1,165,958	31.3%	34.2%	32.0%
Argyll & Bute	£1,080,385	£1,179,134	£1,236,227	24.8%	28.1%	27.4%
Clackmannanshire	£777,356	£870,978	£1,299,510	34.1%	32.3%	38.2%
Dumfries & Galloway	£2,746,802	£2,714,878	£1,684,321	23.3%	28.5%	32.0%
Dundee City	Not Reported	Not Reported	£4,558,426	Not Reported	Not Reported	17.9%
East Ayrshire	£1,544,921	£1,865,804	£1,829,102	31.8%	35.0%	30.2%
East Dunbartonshire	£2,399,887	£1,979,140	£1,775,882	7.8%	15.8%	13.1%
East Lothian	£1,295,130	£1,337,466	£1,521,818	24.4%	24.1%	16.4%
East Renfrewshire	£968,795	£1,072,850	£1,202,531	9.1%	10.6%	13.3%
Edinburgh, City of	£12,590,010	£14,666,168	£18,496,989	36.4%	36.2%	35.7%
Eilean Siar	£368,447	£369,863	£367,781	18.7%	13.7%	16.2%
Falkirk	£2,578,638	£2,560,249	£2,906,372	33.0%	24.2%	27.8%
Fife	£5,057,532	£5,724,653	£6,033,125	19.3%	22.8%	15.7%
Glasgow City	£17,316,611	£15,399,459	£16,644,372	42.6%	39.0%	45.9%
Highland	£2,818,860	£2,566,101	£2,402,312	61.9%	67.7%	66.2%
Inverclyde	£2,566,853	£2,795,028	£2,546,231	32.6%	27.1%	26.2%
Midlothian	£1,725,310	£1,706,269	£1,539,024	37.2%	41.0%	35.2%
Moray	£510,814	£490,962	£587,101	36.8%	37.9%	35.5%
North Ayrshire	£2,303,058	£3,070,448	£3,599,753	37.1%	36.1%	36.5%
North Lanarkshire	£3,984,654	£4,426,014	£4,818,589	40.2%	36.2%	34.2%
Orkney Islands	£121,028	£128,918	£150,133	39.1%	33.3%	29.9%
Perth & Kinross	£1,157,740	£1,155,454	£2,461,684	30.9%	41.9%	27.9%
Renfrewshire	£4,277,672	£4,149,258	£4,827,226	41.1%	29.8%	22.4%
Scottish Borders	£1,222,828	£1,149,734	£1,193,557	30.7%	36.6%	36.6%
Shetland Islands	£223,234	£229,202	£242,513	33.6%	28.7%	27.8%
South Ayrshire	£2,596,886	£2,450,000	£3,296,495	23.5%	22.1%	16.6%
South Lanarkshire	£4,574,547	£4,401,484	£5,168,008	35.7%	24.2%	20.1%
Stirling	£940,166	£1,018,545	£989,018	28.3%	26.7%	29.2%
West Dunbartonshire	£3,072,581	£3,441,294	£3,844,251	11.4%	13.1%	12.2%
West Lothian	£2,131,556	£2,463,988	£2,608,997	24.4%	26.2%	23.4%
Scotland	£69,994,570	£94,607,230	£104,307,570	32.4%	31.4%	30.9%

Benefits administration

Benefits Administration	Indicator 3					
	Amount of housing benefit overpayments written off			Percentage of housing benefit overpayments written off		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Aberdeen City	£403,534	£359,638	£327,830	6.9%	6.4%	6.7%
Aberdeenshire	£36,795	£60,754	£11,594	1.4%	2.6%	0.4%
Angus	£43,767	£95,482	£71,197	3.7%	8.0%	6.1%
Argyll & Bute	£1,091	£56,626	£29,571	0.1%	4.8%	2.4%
Clackmannanshire	£0	£0	£0	0.0%	0.0%	0.0%
Dumfries & Galloway	£39,318	£83,014	£258,259	1.4%	3.1%	15.3%
Dundee City	Not Reported	£292,806	£259,149	Not Reported	Not Reported	5.7%
East Ayrshire	£36,565	£141,564	£37,178	2.4%	7.6%	2.0%
East Dunbartonshire	£2,631	£213,119	£3,588	0.1%	10.8%	0.2%
East Lothian	£28,151	£9,145	£110,783	2.2%	0.7%	7.3%
East Renfrewshire	£0	£0	£38,192	0.0%	0.0%	3.2%
Edinburgh, City of	£162,653	£831,987	£1,338,452	1.3%	5.7%	7.2%
Eilean Siar	£8,213	£3,923	£673	2.2%	1.1%	0.2%
Falkirk	£252,645	£189,729	£354,684	9.8%	7.4%	12.2%
Fife	£14,736	£29,833	£1,147,076	0.3%	0.5%	19.0%
Glasgow City	£804,354	£2,038,791	£1,012,650	4.6%	13.2%	6.1%
Highland	£54,084	£41,697	£70,872	1.9%	1.6%	3.0%
Inverclyde	£270,233	£177,454	£66,680	10.5%	6.3%	2.6%
Midlothian	£20,554	£7,170	£28,973	1.2%	0.4%	1.9%
Moray	£4,696	£19,283	£56,244	0.9%	3.9%	9.6%
North Ayrshire	£221,466	£250,141	£153,541	9.6%	8.1%	4.3%
North Lanarkshire	£66,935	£72,703	£186,263	1.7%	1.6%	3.9%
Orkney Islands	£3,063	£3,718	£1,406	2.5%	2.9%	0.9%
Perth & Kinross	£83,667	£86,298	£68,808	7.2%	7.5%	2.8%
Renfrewshire	£98,504	£66,317	£49,446	2.3%	1.6%	1.0%
Scottish Borders	£86,674	£39,236	£43,825	7.1%	3.4%	3.7%
Shetland Islands	£14,194	£9,222	£4,157	6.4%	4.0%	1.7%
South Ayrshire	£382,614	£301,934	£38,704	14.7%	12.3%	1.2%
South Lanarkshire	£240,098	£632,203	£446,582	5.2%	14.4%	8.6%
Stirling	£17,796	£74,049	£13,060	1.9%	7.3%	1.3%
West Dunbartonshire	£207,668	£159,803	£114,522	6.8%	4.6%	3.0%
West Lothian	£228,283	£127,239	£337,828	10.7%	5.2%	12.9%
Scotland	£3,095,924	£6,474,878	£6,422,638	4.4%	6.5%	6.2%