

## Benefits Administration

2005/2006

Orkney Islands

	Source	Contextual	Performance information	PI values		
				02/03	03/04	04/05
<b>ADMINISTRATION COSTS</b>						
1	The number of cases for each of the following should be taken from the returns to DWP for May, August, November and February and then calculate the average of the four results.					
a)	Average rent rebate caseload					
	Weighted rent rebate caseload		420	448	430	425
b)	Average private rented sector caseload					
	Weighted private rented sector caseload		489	551	569	559
c)	Average registered social landlord caseload					
	Weighted registered social landlord caseload		422	372	363	384
d)	Average Council Tax Benefit caseload					
	Weighted Council Tax Benefit caseload		1,471	1,396	1,375	1,452
e)	Gross cost of providing the service					
f)	Gross administration cost per case		£ 64.14	£50.70	£49.86	£65.83

Benefits Administration		2005/2006		Orkney Islands			
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<b>PROCESSING TIME</b>							
2	Processing times						
a)	Number of new claims, both successful and unsuccessful	920					
	Total days to process claims	25,324					
	Average time to process new claims			27.5 days	18.6	25.3	30.8
b)	Number of changes of circumstances	1,122					
	Total days to process claims	18,322					
	Average time to process changes of circumstances			16.3 days	3.2	4.4	5
<b>ACCURACY AND SECURITY OF PROCESSING</b>							
3 a)	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.			97.6 % OK	98.9 %	98.7 %	98.7 %
	i. Number of cases sampled (Sample size should be a minimum of 500 cases)	460					
	ii. Number of cases where benefit due was correct	449					
b) i.	Housing benefit overpayments recovered in the year		£ 47,279.00				
	ii. Total housing benefit overpayments identified in the year		£ 58,176.00				
	iii. Overpayments recovered expressed as a percentage of housing benefit overpayments identified			81.3 % OK	-	-	-
	iv. Housing benefit overpayments recovered in the year		£ 47,279.00				
	v. Total overpayments debt at the start of the year plus the in-year overpayments		£ 121,028.00				
	vi. Overpayments recovered expressed as a percentage of total overpayments debt at the start of the year plus the in-year overpayments			39.1 % OK	-	-	-
c) i.	Total overpayment debt outstanding		£ 73,749.00				
	ii. Amount and percentage of housing benefit overpayments written off		£ 3,063.00	4.2 % OK	-	-	-