

Benefits Administration

2007/2008

Council: Orkney Islands

		Source	Contextual	Performance information	04/05	PI values 05/06	06/07
ADMINISTRATION COSTS							
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	390					
	Weighted rent rebate caseload			589	-	-	634
	b) Average private rented sector caseload	201					
	Weighted private rented sector caseload			428	-	-	417
	c) Average registered social landlord caseload	235					
	Weighted registered social landlord caseload			470	-	-	460
	d) Average Council Tax Benefit caseload	1,355					
	Weighted Council Tax Benefit caseload			2,060	-	-	2,101
	e) Gross cost of providing the service	£ 208,529.00					
	f) Gross administration cost per case			£ 58.80	-	-	£53.59
PROCESSING TIME							
2	Processing times						
	a) Number of new claims, both successful and unsuccessful	901					
	Total days to process claims	24,765					
	Average time to process new claims			27.5 days	30.8 days	27.5 days	25.8 days
	b) Number of changes of circumstances	1,310					
	Total days to process claims	10,056					
	Average time to process changes of circumstances			7.7 days	5.0 days	16.3 days	12.0 days
ACCURACY AND SECURITY OF PROCESSING							

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.			98.7 %	98.7%	97.6%	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	454					
b) i. Housing benefit overpayments recovered in the year		£ 44,962.00				
ii. Total housing benefit overpayments identified in the year		£ 62,977.00				
iii. Overpayments recovered expressed as a percentage of housing benefit overpayments identified			71.4 %	-	81.3%	88.0%
iv. Housing benefit overpayments recovered in the year		£ 44,962.00				
v. Total overpayments debt at the start of the year plus the in-year overpayments		£ 150,133.00				
vi. Overpayments recovered expressed as a percentage of total overpayments debt at the start of the year plus the in-year overpayments			29.9 %	-	39.1%	33.3%
c) Amount and percentage of housing benefit overpayments written off (denominator is 3bv.)		£ 1,406.00	0.9 %	-	2.5%	2.9%