

## Benefits Administration

2006/2007

Council:

	Source	Contextual	Performance information
<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		
a)	Average rent rebate caseload	420	
	Weighted rent rebate caseload		634
b)	Average private rented sector caseload	196	
	Weighted private rented sector caseload		417
c)	Average registered social landlord caseload	230	
	Weighted registered social landlord caseload		460
d)	Average Council Tax Benefit caseload	1,382	
	Weighted Council Tax Benefit caseload		2,101
e)	Gross cost of providing the service	£193,572.00	
f)	Gross administration cost per case		£ 53.59
<b>PROCESSING TIME</b>			
2	Processing times		
a)	Number of new claims, both successful and unsuccessful	889	
	Total days to process claims	22,933	
	Average time to process new claims		25.8 days
b)	Number of changes of circumstances	1,263	
	Total days to process claims	15,176	
	Average time to process changes of circumstances		12.0 days
<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.		98.7 % OK
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	£42,928.00	
ii.	Total housing benefit overpayments identified in the year	£48,788.00	
iii.	Overpayments recovered expressed as a percentage of housing benefit overpayments identified		88.0 % OK
iv.	Housing benefit overpayments recovered in the year	£42,928.00	
v.	Total overpayments debt at the start of the year plus the in-year overpayments	£128,918.00	
vi.	Overpayments recovered expressed as a percentage of total overpayments debt at the start of the year plus the in-year overpayments		33.3 % OK
c)	Amount and percentage of housing benefit overpayments written off (denominator is 3bv.)	£3,718.00	2.9 % OK