

Benefits Administration

2008/2009

Council: Eilean Siar

		Source	Contextual	Performance information	05/06	PI values 06/07	07/08
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	38					
	Weighted rent rebate caseload			57	-	856	56
	b) Average private rented sector caseload	141					
	Weighted private rented sector caseload			300	-	273	281
	c) Average registered social landlord caseload	1,097					
	Weighted registered social landlord caseload			2,194	-	1,176	2,204
	d) Average Council Tax Benefit caseload	2,980					
	Weighted Council Tax Benefit caseload			4,530	-	4,744	4,631
	e) Gross cost of providing the service	£515,877,000					
	f) Gross administration cost per case			£72.85	-	£73.38	£72.16
PAYING THE RIGHT BENEFIT AT THE RIGHT TIME							
2	Processing times						
	a) Number of new and change events claims, (both successful and unsuccessful)	4,805					
	Total days to process claims	87,384					
	Average time to process new and change events claims			18.2 days	-	-	-

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<p>3 a) The number changes to customers' HB/CTB entitlement that are processed within the year per 1,000 caseload</p> <p>i. Total caseload</p> <p>ii. Number of changes</p> <p>iii. Change per 1000 caseload</p> <p>Report in accordance with data provided by DWP</p>	<p>3,147</p> <p>1,422</p>		<p>451.9</p>	-	-	-