

# First Release

## HB/CTB Speed of Processing

24th January 2011

Coverage: Great Britain

**Theme**  
People and Places

**DWP** Department for  
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### Introduction

This Statistical First Release contains Official Statistics produced by the Department for Work and Pensions (DWP) on the Speed of Processing (SoP) performance measure.

It measures the average time taken to process new claims and changes of circumstances for Housing Benefit (HB) and Council Tax Benefit (CTB).

SoP performance information is published as a mean average processing time in calendar days for each local authority, rounded to the nearest day. Previously the mean average processing times for new claims and for change of circumstances were published alongside the Right Time Indicator (RTI).

This release contains new statistics relating to quarter 2 2011/12 (July 2011 to September 2011).

### Key Findings

For quarter 2 2011/12, the average number of days to process new claims was 24 days and the average number of days to process a change of circumstance was 11 days.

The average number of days to process a Housing Benefit new claim for quarter 2 was 24 days and the average number of days to process a Housing Benefit change of circumstance was 11 days.

The average number of days to process a Council Tax Benefit new claim for quarter 2 was 24 days and the average number of days to process a Council Tax Benefit change of circumstance was 11 days.

**Further information and detailed tables, including a breakdown by local authority, can be viewed at:**

<http://research.dwp.gov.uk/asd/index.php?page=rti>

**Table 1: Estimated Speed of Processing Great Britain figures for quarter 2, 2011/12:**

<i>Overall</i>	<b>New Claims</b>	<b>Change of Circumstances</b>
<b>Quarter 2</b>	<b>24</b>	<b>11</b>
July	24	10
August	24	10
September	24	11

**Table 2: Estimated Speed of Processing Great Britain figures for quarter 2, 2011/12 broken down by benefit (Housing Benefit/ Council Tax Benefit):**

<i>Benefit Breakdown</i>	<b>New Claims</b>		<b>Change of Circumstances</b>	
	<b>HB</b>	<b>CTB</b>	<b>HB</b>	<b>CTB</b>
<b>Quarter 2</b>	24	24	11	11
July	24	24	10	10
August	23	24	10	10
September	24	24	11	12

Latest statistical data available from: <http://research.dwp.gov.uk/asd/index.php?page=rti>

## NOTES TO EDITORS

### 1. Links to further information

Access to more detailed statistics and methodology are available by clicking on the following web links.

<http://research.dwp.gov.uk/asd/index.php?page=rti>

### 2. Local Authority Changes

On 1st April 2009, the reorganisation of the local authorities of England created nine new unitary authorities (UAs). The RTI statistics are presented using the new geographies.

### 3. Housing Benefit / Council Tax Benefit Performance Statistics prior to 2009/10

The historical Housing Benefit & Council Tax Benefit Claims Administration Quarterly Performance Data which is available to 2007/08 are based on clerical returns made by individual local authorities.

There is no equivalent single RTI figure pre-April 2008. Breakdowns of new claims and changes processing times are available historically, and the new claims processing times are broadly comparable over time. However, a change in definition for changes of circumstances between 2007/08 and 2009/10 means that direct comparison of this element is not meaningful.

[http://research.dwp.gov.uk/asd/asd1/hb\\_ctb/performance/index.php?page=performance](http://research.dwp.gov.uk/asd/asd1/hb_ctb/performance/index.php?page=performance)

### 4. Data Source

From February 2007 there has been a gradual transition to improve the data collection method and move from clerical data to a monthly electronic scan of claimant level data direct from local authority computer systems. This data source (the Single Housing Benefit Extract (SHBE)) has been designed to provide sufficient information for all current and future statistical purposes and is now the single source of Housing Benefit and Council Tax Benefit data.

### 5. Other Housing Benefit / Council Tax Benefit Statistics issued by the Department for Work and Pensions

Housing Benefit and Council Tax Benefit monthly caseload National Statistics – the statistics detail the number of people in receipt of Housing Benefit and Council Tax Benefit and the amount of benefit received. They also include breakdowns by local authority, tenancy type, passported benefits, family type and age group.

The latest published statistics are available at the following link

<http://research.dwp.gov.uk/asd/index.php?page=hbctb>