

First Release

Introduction

27th July 2011

Coverage: Great Britain

Theme
People and Places

This Statistical First Release contains Official Statistics produced by the Department for Work and Pensions (DWP) on the Right Time Indicator (RTI) performance measure.

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

RTI performance information is published as a mean average processing time in calendar days for each local authority, rounded to the nearest day. The average processing times for new claims and changes are also shown separately from the combined RTI measure.

This release contains new statistics relating to quarter 4 2010/11 (January 2011 to March 2011), as well as summary statistics covering the whole 2010/11 period.

Overall RTI results for 167 local authorities in quarter 4 and 182 local authorities across the whole 2010/11 period have been suppressed due to issues with either local authority data reliability or availability. This is not expected to significantly bias the overall estimated figures for Great Britain.

Detailed statistics relating to quarter 1, quarter 2, and quarter 3 2010/11 were published on the 27th of October 2010, 26th of January 2011 and 27th of April 2011 respectively and can be viewed using the link below.

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Next publication:
26 October 2011

Key Findings

For quarter 4 2010/11, the overall estimated RTI average for Great Britain was 8 days.

The average number of days to process new claims for quarter 4 was 22 days and the average number of days to process a change of circumstance was 6 days.

The average number of days to process a Housing Benefit new claim for quarter 4 was 22 days and the average number of days to process a Housing Benefit change of circumstance was 5 days.

The average number of days to process a Council Tax Benefit new claim for quarter 4 was 23 days and the average number of days to process a Council Tax Benefit change of circumstance was 8 days.

For the whole 2010/11 period, the overall estimated RTI for Great Britain was 11 days, with the average number of days to process new claims being 23 days and the average number of days to process a change of circumstance being 10 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 Right Time Indicator Great Britain figures for quarter4, 2010/11:

<i>Overall</i>	Right Time Indicator		New Claims		Change of Circumstances	
Quarter 4	8		22		6	
January	13		25		11	
February	7		21		5	
March	7		22		5	

Table 2: Estimated Right Time Indicator Great Britain figures for quarter 4, 2010/11 broken down by benefit (Housing Benefit/ Council Tax Benefit):

<i>Benefit Breakdown</i>	Right Time Indicator		New Claims		Change of Circumstances	
	HB	CTB	HB	CTB	HB	CTB
Quarter 4	6	10	22	23	5	8
January	13	13	24	25	11	11
February	6	8	21	21	5	6
March	5	10	22	22	4	8

Table 3: Estimated Right time Indicator Great Britain figures for 2010/11:

<i>Overall</i>	Right Time Indicator		New Claims		Change of Circumstances	
	HB	CTB	HB	CTB	HB	CTB
All quarters	10	13	22	23	9	11
Quarter 1	12	14	23	24	10	12
Quarter 2	12	13	22	22	11	11
Quarter 3	12	13	22	22	11	11
Quarter 4	6	10	22	23	5	8

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

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>