

ANNEXE 1 – WELFARE BENEFITS

- 1.1 NfP agencies reported 46,692 completed welfare benefits cases in 2004-05.
- 1.2 The average length of all benefits cases is **278 minutes** [4 hours and 38 minutes]. This varies by region

Regional Office	Numbers of cases	Average case time [minutes]	Variation from the mean
Birmingham	4,417	305	+27
Brighton	1,385	327	+49
Bristol	3,920	249	-29
Cambridge	2,825	325	+47
Cardiff	4,263	268	-10
Leeds	3,116	207	-71
Liverpool	4,400	213	-65
London	5,741	363	+85
Manchester	7,203	240	-38
Newcastle	3,723	298	+20
Nottingham	3,840	289	+11
Reading	1,859	282	+4

- 1.3 There are variations in average case times between the four types of case recorded as Matter Type Part 1. Nationally the position is as follows:

Code	Description	Numbers of cases	Percentage of cases	Average case time	Variation from the mean
WBCH	Benefit Challenge	13,412	29%	352	+74
WBCK	Advice on entitlement	8,400	18%	187	-91
WBDS	Main issue is disability benefit	18,761	40%	290	+12
WBOT	Welfare Benefits Other	6,119	13%	206	-72

- 1.4 The regional variations in average times in relation to Matter Type Part 1 are as follows:

Regional office	WBCH	WBCK	WBDS	WBOT
	Benefit challenge	Advice on entitlement	Disability benefit	Other
Birmingham	350	191	303	279
Brighton	423	229	358	215
Bristol	309	182	287	187
Cambridge	392	239	337	236
Cardiff	326	184	292	204
Leeds	278	106	251	135
Liverpool	259	156	217	165
London	450	271	409	227
Manchester	308	128	266	187
Newcastle	360	175	306	215
Nottingham	364	209	296	207
Reading	300	232	337	198
National average	352	187	290	206

1.5 The variations nationally in respect of Matter Type 2 are as follows:

Code	Description	Numbers of cases	Percentage of cases	Average case time	Variation from the mean
APL	Appeal application	14,688	31%	405	+127
BACK	Backdating	1,389	3%	275	-3
OVE	Overpayment	1,701	4%	283	+5
REV	Review	7,778	17%	234	-44
RWR	Refusal, withdrawal, and/or reduction	1,928	4%	275	+3
SSC	Appeal to Social Security Commissioners	346	1%	494	+216
WOTH	Other	18,862	40%	194	-85

1.6 The relationship between recorded disability and average case times is as follows:

Code	Description	Number	Percentage of cases	Average case time	Variation from the mean
N	No disability	15,032	32%	256	-22
U	Unrecorded	6,783	14%	315	+37
Y	Disability	24,877	53%	281	+3

1.7 As far as gender is concerned, 22,380 cases involved male clients with an average time of 280 minutes. 24,312 cases involved female clients with an average time of 277 minutes.

1.8 The relationship between client's ethnicity and average case times is as follows:

Code	Ethnic Origin	Numbers	Percentage of cases	Average case time	Variation from the mean
0	Other	1,890	4%	359	+80
1	White British	34,113	73%	266	-12
2	White Irish	547	1%	292	+14
3	Black or Black British African	2,024	4%	328	+50
4	Black or Black British Caribbean	1,244	3%	297	+19
5	Black or Black British Other	363	1%	327	+49
6	Asian or Asian British Indian	947	2%	327	+49
7	Asian or Asian British Pakistani	2,099	4%	288	+10
8	Asian or Asian British Bangladeshi	1,153	2%	282	+4
9	Chinese	145	-	446	+168
10	Mixed White & Black Caribbean	117	-	244	-34
11	Mixed White & Black African	79	-	206	-72
12	Mixed White & Asian	44	-	232	-46
13	Mixed Other	83	-	320	+42
14	White Other	650	1%	304	+26
15	Asian or Asian British Other	289	1%	328	+50
99	Unknown	905	2%	260	-18

1.9 The relationship between average times and first end point code is as follows

Code	Description	Numbers	Percentage of cases	Average case time	Variation from mean
A	Proceeded under other CLS funding	387	1%	330	+52
B	Client referred	331	1%	288	+9
C	Client advised and taking action themselves or with help	2,668	6%	159	-119
D	Client advised and third party action or decision awaited	971	2%	164	-114
E	Outcome not known / client ceased to give instructions	8,806	19%	183	-95
F	Client receives lump sum or property	4,140	9%	386	+108
G	Client receives new or increased regular payment	15,944	34%	340	+62
H	Sum owed to third party is reduced	885	2%	423	+145
I	Liability to make regular payments is reduced	225	-	266	-12
M	Third party action benefits client	322	1	312	+34
N	Third party action prevented	192	-	363	+85
O	Third party action delayed	39	-	319	+41
P	Client secures explanation or apology only	375	1%	274	-4
Q	Client advised and enabled to plan/manage better	2,937	6%	173	-105
R	Matter stopped on adviser's recommendation	2,871	6%	267	-11
S	Matter concluded otherwise	5,402	12%	276	-2

1.10 The relationship between average case times and the second end point code is as follows

Code	Description	Numbers	Percentage of cases	Average case time	Variation from mean
N	No significant wider public benefits	44,850	96%	274	-4
P	Significant wider public benefits	1,840	4%	368	+90

1.11 The relationship between average case times and the third end point code is as follows

Code	Description	Numbers	Percentage of cases	Average case time	Variation from mean
A	First meeting	7,155	15%	93	-185
B	Further work	15,765	34%	201	-77
C	Putting case for client	17,648	38%	334	+56
D	Representation at court / tribunal	5,982	13%	538	+260