

Notes for processing times calculations

[note 1] Processing time data is provided by the financial year of decision rather than financial year the application was received.

[note 2] Processing time is calculated in working days, and public holidays are excluded, even if applications were processed by staff working overtime on these days.

[note 3] Median average has been used. The median is the middle value of an ordered dataset, or the point at which half of the values are higher and half of the values are lower.

[note 4] Financial years run from April to March.

Processing times for Adult Disability Payment - Median

Financial year 2021/22	3
Financial year 2022/23	63

Notes for Adult Disability Payment:

[note 5] Processing times for any application received is calculated between the received date of the part 2 application (where available) and the date that a decision was made regarding the application.

[note 6] Financial year 2021/22 includes the month of March 2022. Financial year 2022/23 includes the months from April 2022 to January 2023.

[note 7] The Adult Disability Payment pilot launched on 21 March 2022. Hence financial year 2021/22 covers just over a week of Adult Disability Payment.

Processing times for Child Disability Payment - Median

Financial year 2021/22	34
Financial year 2022/23	71

Notes for Child Disability Payment:

[note 8] Only applications where a part 1 was registered online are included. Processing times is calculated between the received date of the part 2 application (where available) and the date that a decision was made regarding the application.

[note 9] Processing times for applicants applying under the special rules for terminal illness have not been included due to not having a part 2 date.

[note 10] Financial Year 2021/22 includes the months from August 2021 to March 2022; Financial Year 2022/23 includes the months from April 2022 to December 2022.

Processing times for Low Income Benefits - Median

	Best Start Grant and Best Start Foods	Funeral Support Payment	Young Carer Grant	Job Start Payment	Scottish Child Payment
Financial Year 2018/19	9	-	-	-	-
Financial Year 2019/20	9	9	15	-	-
Financial Year 2020/21	19	10	13	7	37
Financial Year 2021/22	21	15	18	13	25
Financial Year 2022/23	39	26	25	13	17

Notes for Low Income Benefits:

[note 11] Processing time is the number of days from the application being received to a decision being made or the application being withdrawn. It includes time spent waiting to receive further information, but does not include additional time to make payments.

[note 12] Best Start Grant applications were taken from 10 December 2018. From 12 August 2019 applications received were for both Best Start Grant and Best Start Foods.

[note 13] Funeral Support Payment was launched on the 16 September 2019.

[note 14] Young Carer Grant was launched on the 21 October 2019.

[note 15] Job Start Payment launched on the 17 August 2020.

[note 16] Scottish Child Payment opened for applications on 9 November 2020 ahead of its official launch on the 15 February 2021.

[note 17] Figures for Financial year 2022-23 cover April to November 2022 for Best Start Grant and Best Start Foods, April to December 2022 for Funeral Support Payment, Job Start Payment and Scottish Child Payment, and April to January 2023 for Young Carer Grant.