

### 36843 Council Tax Reduction

Average processing times for Council Tax Reduction and Housing Benefit claims since the introduction of Council Tax Reduction.

I wish this information for standalone claim for each benefit plus a single claim for both benefits.

Monthly data, split by method of application would be preferable.

In terms of Housing Benefit applications, the City of Edinburgh Council regularly provide average processing times to the UK Government. From 2013 onwards, when Council Tax Reduction was introduced, this is published on the UK Government website at:

<https://www.gov.uk/government/collections/housing-benefit-and-council-tax-benefit-statistics-on-speed-of-processing--2>

In terms of Council Tax Reduction processing speed, we are unable to provide the information requested because it is not held by the Council.

In terms of the format/channel of applications, we only invite applications made online but would support an applicant in making an application if they were unable to make it online or have no other support to do so.

If the application for Council Tax Reduction is made at the same time as for Housing Benefit, we process it at the same time, otherwise it is considered separately.