Appendix: Benefit types

Defining the different types of benefits and disbenefits.

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Benefit

A benefit is a value or other positive impact, resulting from an outcome, which is perceived as an advantage by one or more stakeholders. Go to **HM Treasury's Green Book** for more information.

Monetisable benefit

Monetisable benefits provide a measured improvement expressed in monetary terms. These can be either of the following:

- Cash-releasing – financial savings, such as:
  - actual budget reduction
  - removal of recurring spend
  - income generation
  - efficiency savings that reduce labour costs

- Non-cash-releasing – efficiency gains that can be valued in monetary terms (quantifiable) but are non-cash releasing, such as:
  - cost avoidance
  - improved productivity or time savings
  - improved use of resources
  - reduction in greenhouse gas emissions

Unmonetisable benefit

Unmonetisable benefits cannot be assigned a monetary value but may still be meaningfully measured. These can be either of the following:

- Quantifiable – a benefit that can be expressed in numerical terms, but not in monetary terms, such as:

  - improved performance
  - improved quality
  - speed of resolution

- Qualitative – a benefit that cannot be feasibly expressed in numerical terms and can only be understood using words, such as:
  - reduction in risk
  - improved business continuity
  - improved relations
  - improved compliance (law or policy)
  - quality of user experience

Disbenefit (social cost)

A disbenefit (social cost) is the value or other negative impact, resulting from an outcome, which is perceived as a disadvantage by one or more stakeholders. Go to **HM Treasury's Green Book** for more information.

Monetisable disbenefit

Monetisable disbenefits demonstrate a measurable negative effect expressed in monetary terms. These can be either of the following:

- Cash cost – a monetisable disbenefit that affects the income or expenditure of a public body, such as:
  - rental charges for a building
  - increased maintenance costs
  - increased demand on staff time, resulting in overtime costs
  - additional training requirements
  - reduced enforcement-related income

- Non-cash-cost – a monetisable disbenefit that does not affect the income or expenditure of a public body, such as:
  - decrease in productivity when a new system is launched

- increase in greenhouse gas emissions
- reduced reporting or engagement

Unmonetisable disbenefits

Unmonetisable disbenefits cannot be assigned a monetary value but may still be meaningfully measured. These can be either of the following:

- Quantifiable – a disbenefit that can be expressed in numerical terms, but not in monetary terms, such as:
  - reduction in performance
  - increased travel time because of centralisation of services
  - increase in demand on partner agencies
- Qualitative – a disbenefit that cannot be feasibly expressed in numerical terms and can only be understood using words:
  - increased risk
  - reduced victim or witness satisfaction
  - decrease in morale because of organisational change

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