

Amber Valley Borough Council

Summary

Current performance

Overall, we found that Amber Valley Borough Council's HB and CTB service is providing a **Fair** performance. Amber Valley Borough Council's current performance demonstrates a number of strengths. These include:

- effective performance monitoring by Members and senior managers
- plans covering HB and CTB administration
- joint training with other Derbyshire local authorities
- a claim form based on the Department's model
- the Verification Framework was introduced in March 2000
- risk groups used to set benefit periods
- a 10% management check undertaken before the claimant was notified of the decision
- application of the *fit and proper person* test for direct payments
- extensive use made of Internal Audit
- a counter-fraud business plan including targets
- reporting to senior managers and Members the level and age of overpayment outstanding debt.

However there are some areas where Amber Valley Borough Council needs to develop further to fully meet the BFI and the Department for Work and Pensions' (the Department's) Performance Standards framework. These include:

- implementing plans covering all areas of performance including Human Resources and IT
- developing a race equality scheme
- assessing the needs of minority groups and planning to meet those needs
- improving the speed of processing claims in all areas
- increasing claims processing accuracy levels
- making payments on account in all appropriate cases
- ensuring the recent improvements in counter-fraud sanctions are continued.

How BFI's current performance assessment informs the Audit Commission's overall assessment is described [here](#).