

Allerdale Borough Council

Benefit Service: Summary of current performance

Overall, we found that Allerdale Borough Council's HB and CTB service is currently providing a **fair** performance. The council's current performance demonstrates a number of strengths. These include:

- policies and strategies are in place for most areas of HB and CTB business
- the vision statement fully meets the requirements of the Performance Standards
- the organisational structure facilitates the establishment of clear service standards for effective and secure management of the HB and CTB service
- the staff appraisal system is linked to staff training and development
- close performance monitoring systems are in place for the HB and CTB service
- comprehensive Disability Discrimination Act compliance checks for all customer outlets are undertaken
- the BFI HB and CTB claim form has been adopted
- decision notices to landlords are issued promptly
- full annual internal security reporting on IT systems takes place
- counter fraud performance has significantly improved over the last 2 years.

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

- a Race Equality Scheme is not in place
- there is no management controlled process for developing and changing local procedures
- although parts of the verification framework have been implemented, there is no target date for full compliance
- Best Value Performance Indicator targets in the 2002/03 year have not been met
- the targets included in the Service Development Plan for the Revenues Service are below Performance Standards
- management checking is not fully documented and levels of checking do not meet with the requirements of Performance Standards
- a separate fraud business plan identifying targets for all available sanctions is not in place

- there is no monitoring and reporting to members and senior officers of recovery rates

1.1 there is no debt recovery improvement strategy.

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