

## **Arun District Council**

### **Benefit Service: Summary of current performance**

Overall, we found that Arun District Council's Benefit service is currently providing a **fair** performance. Arun District Council's current performance demonstrates a number of strengths. These include:

- Arun District Council has joined forces with 3 other authorities to form a Benefits Consortium, through which it shares best practice around their benefits services
- a training plan is in place, together with a dedicated training officer employed by the Benefits Consortium
- regular customer surveys and support for customers
- a prompt service to customers who visit the offices
- introduction of a claim form based on the BFI model claim form
- compliance with the Verification Framework
- effective working arrangements with external stakeholders, such as landlords.

However, there are some areas where Arun District Council needs to develop further to fully meet Performance Standards. These include:

- to clearly define and publish a vision and objectives specifically for the benefits section
- it must speed up the processing of new and renewal claims and changes of circumstances
- it has poor quality system produced letters
- it needs to introduce vetting procedures during recruitment.

Although performance targets are not all being met we recognise that workloads are monitored regularly to reduce backlogs and improve performance in order to ultimately achieve and exceed clearance targets.

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