

Barrow-in-Furness District Council

Benefit Service: Summary of current performance

Overall, we found that Barrow-in-Furness District Council's Benefit service is currently providing a **fair** performance.

Barrow-in-Furness District Council currently demonstrates a number of strengths. These include:

- performance monitoring co-ordinated by the authority's Client Section
- consultation with the community
- use of a claim form that meets the standards of the BFI model
- achieving full compliance with the Verification Framework process from March 1999
- meeting landlords expectations through the introduction of a tenant passport scheme
- commitment to continuous improvement
- commitment and support from members.

However there are some areas where Barrow-in-Furness District Council needs to develop further to more fully meet Performance Standards. These include:

- reviewing overarching strategies and policies to ensure that they fully cover all aspects of HB/CTB administration
- allowing the Client Section to be more proactive in developing and directing the service provider in the provision of the benefit service
- reviewing the policy and procedures for the recovery of overpayments.

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