

## **Broadland District Council**

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

Overall, we found that Broadland District Council's Benefit service is currently providing a **fair** performance.

Broadland District Council currently demonstrates a number of strengths. These include:

- policies and strategies that provide comprehensive coverage of Benefits administration and counter fraud
- compliance with the Verification Framework since October 2000
- sound performance monitoring arrangements
- performance that has steadily improved across a range of Best Value performance indicators
- secure procedures for HB and CTB payments and documentation
- a comprehensive training commitment supported by a dedicated benefits Training officer.

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

- formalising its fraud procedures
- setting performance targets in line with Performance Standards
- enhancing the level of management and quality checking
- introducing a benefit claim form that meets the standards of the model BFI form. The council told us that a fully compliant claim form was currently being printed
- developing procedures to improve the identification of overpayments.

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