

Broxtowe Borough Council

Benefit Service: Summary of current performance

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

Broxtowe Borough Council currently demonstrates a number of strengths. These include:

- policies and strategies that provide coverage of Benefits administration and Counter-fraud work
- good access and facilities for customers to contact the Benefits service
- a benefit claim form that meets the standards of the model BFI form
- full compliance with the Verification Framework from May 2003
- a developed accuracy checking programme undertaken independently by Internal Audit
- a Customer Charter detailing the level of service the customer can expect.

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

- identifying clear roles and responsibilities
- displaying clear lines of accountability
- anticipating the scope of operational need and demand on the service
- improving processing times for new and renewal claims and changes of circumstances
- ensuring that accuracy checks are carried out pre-notification
- developing a Counter-fraud business plan that includes the number of sanctions and prosecutions to be achieved
- improving internal and external communications
- engaging in regular two-way communication with all types of landlords.

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