

## Carlisle City Council

### Benefit Service: Summary of current performance

Overall, we found that Carlisle City Council's Benefit service is currently providing a **fair towards good** performance.

Carlisle City Council currently demonstrates a number of strengths. These include:

- comprehensive policies and procedures
- sound performance management within the benefits service
- a commitment to customer service, recognising and acting upon the views of residents
- a benefits form which meets the BFI standard
- effective training of staff
- effective management checking
- sound counter-fraud policies and procedures, with adequate control of casework.

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

- achieving performance targets, including Best Value performance indicators
- providing adequate post opening instructions
- providing written instructions for writing off overpayments
- analysing the effectiveness of methods of recovering overpayments and improving debt recovery levels.

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