

Chester City Council

Benefit Service: Summary of current performance

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

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

- comprehensive policies and strategies that demonstrate clear links with Chester City's Corporate Strategy and statement of intent
- performance monitoring systems
- a claim form that has been designed in line with the BFI Model Claim Form and awarded the Plain English Crystal Mark
- full compliance with Verification Framework
- claims processing performance that is close to Standard
- effective working with landlords
- a comprehensive anti-fraud strategy and business plan.

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

- analysing overpayment management information to improve performance
- increasing the use of all sanctions to deter fraudsters.

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