

Aylesbury Vale District Council

Benefit Service: Summary of current performance

Overall, we found that Aylesbury Vale District Council's Benefit service is currently providing a **Fair towards Good** performance.

Chiltern District Council demonstrates a number of strengths. These include:

- a vision to provide an effective and secure Benefits service that has been approved by Members
- effective performance monitoring at an individual staff level and to gauge progress against targets
- an accessible, quality service for those with special needs
- the service is Verification Framework compliant
- it is at standard for the average time for the processing of new claims and changes of circumstances
- an anti-fraud and corruption strategy and prosecution policy agreed by Members.

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

- a formal management controlled process for developing and changing local procedures
- monitoring of policies to ensure compliance with the statutory obligations of the Race Relations Act
- completing and accurately recording a 10% pre-notification quality check of all assessments
- procedures to apply the fit and proper person test for landlords to decide against or end direct payment in appropriate cases
- post should be opened in a secure and controlled area with a separation of duties between opening post, recording valuables and dispatching post
- providing quarterly feedback to HB/CTB staff on the activities and success of fraud investigators
- producing reports on the age of debt for Members.

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