

# Basingstoke and Deane Borough Council

## Benefit Service: Summary of current performance

Overall, we found that Basingstoke and Deane Borough Council's Benefit service is currently providing a **Fair towards Good** performance.

Basingstoke and Deane Borough Council currently demonstrates a number of strengths. These include:

- pride in current achievement and a strong desire to improve from Chief Executive level down
- active Member interest in the service, with a Portfolio holder who drives and monitors performance
- full Verification Framework compliance since April 1999
- top quartile performance in a number of key Best Value Performance Indicators over the past 18 months in claims processing performance
- strong commitment to customer service
- comprehensive plans and targets to drive the full range of the Benefits service business
- undertaking at least a 10% check of all claims work produced and using the results to identify training needs and improve processes
- a feasible and appropriate action plan to implement the recommendations included in the full BFI inspection report published in May 2003.

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

- highlighting the importance of the Benefits service within Council priorities
- improving performance in overpayment recovery
- maintaining and consolidating performance improvements in speed of claims processing to meet standard
- undertaking the full range of measures available to sanction benefit fraudsters
- development of a strategy to identify under-claiming groups and improve benefit take-up, as well as ensuring that access to the Benefits service is available to all.

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