

## **Bassetlaw District Council**

### **Benefit Service: Summary of current performance**

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

Bassetlaw District Council currently demonstrates a number of strengths. These include:

- a range of policies for the administration of HB and CTB
- a comprehensive Service Delivery Plan
- compliance with the Verification Framework
- prompt processing of renewal claims and changes of circumstances
- effective monitoring of performance
- Investors in People accreditation
- an established Benefits take-up campaign
- effective working with landlords
- a counter-fraud business plan
- management checking of fraud investigations
- improving overpayment recovery.

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

- improving processing times for new claims
- applying the full range of sanctions to deter fraudsters
- introducing management checks as outlined in Performance Standards
- assessing the needs of claimants in work
- reviewing internal security
- increasing overpayment deduction rates for rent rebate to the same as rent allowance from ongoing benefits.

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