

Berwick-upon-Tweed Borough Council

Benefit Service: Summary of current performance

Overall, we found that Berwick-upon-Tweed Borough Council's HB and CTB service is providing a **Fair towards Good** performance. Berwick-upon-Tweed Borough Council's performance demonstrates a number of strengths. These include:

- top quartile Best Value performance for processing and accuracy of Benefit claims
- well written and comprehensive strategies, policies and procedures that cover the Benefits service
- a performance monitoring system that enables elected Members and staff to know how the service is performing
- a clear commitment to providing a quality customer service through regular surveys and public meetings with its customers
- regular audits of the Benefits service
- experienced and trained counter-fraud investigation staff
- prompt identification and calculation of overpayments
- recording and monitoring of all fraudulent overpayments.

However there are some areas where Berwick-upon-Tweed Borough Council needs to develop further to more fully meet the BFI and the Department's Performance Standards framework. These include:

- meeting its duties under the Race Relations Act 1976 as amended by the Race Relations (Amendment) Act 2000
- introducing the Department's Verification Framework
- introducing management checks
- developing and introducing a disaster recovery plan.

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