

# Blaby District Council

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

Overall, we found that Blaby District Council's HB and CTB service was providing a **Fair** performance. The council's current performance demonstrates a number of strengths. These include:

- links between the council's strategic and Benefits service aims and objectives
- a performance management framework
- a commitment to meet the BFI and Department for Work and Pensions' (the Department) Performance Standards framework
- undertaking regular customer satisfaction surveys
- compliance with the Verification Framework
- the availability of the council's website to promote benefits
- use of one claim form for HB and CTB claims
- a commitment to prevent fraud and error
- the control and recovery of overpayments.

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

- increasing the level of management checks for claims processing
- improving the level of performance in responding to correspondence
- introducing monitoring procedures for appeals
- improving performance indicator targets
- introducing procedures for payments on account
- implementing and monitoring the service level agreement with Jobcentre Plus
- holding regular meetings with landlords
- introducing management checks on fraud investigation work
- reducing the time taken to start fraud investigations
- increasing the level of recovery of overpayments.

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