

Boston Borough Council

Benefit Service: Summary of current performance

Overall, we found that Boston Borough Council's HB and CTB service is providing a **Fair** performance. Boston Borough Council's current performance demonstrates a number of strengths. These include:

- action plans including target dates in areas identified for change
- a restructured Benefits section better able to meet customer needs
- good levels of customer satisfaction
- recent new and renewal claims processing performance at Standard
- compliance with the Verification Framework
- a close working arrangement with the major landlord
- a sound audit process and frequent monitoring of progress against audit recommendations
- effective prosecution action.

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

- producing specific plans for the Benefits service, such as counter-fraud, human resources, training , IT, internal security and business continuity
- developing procedural guidance
- carrying out pre-notification quality checks
- putting in place procedures to ensure that benefit periods are tailored to take account of known or anticipated changes of circumstances
- developing its liaison with private landlords
- management of fraud investigations
- taking prompt action to commence recovery of overpayments.

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