

Breckland Council

Benefit Service: Summary of current performance

Overall, we found that Breckland Council's Benefit service is currently providing a **fair** performance.

Breckland Council currently demonstrates a number of strengths. These include:

- policies and strategies that provide comprehensive coverage of Benefits administration and counter-fraud work
- good access and facilities for the majority of customers to contact the benefits service. Breckland Council have held Charter Mark accreditation for customer service since 1996
- compliance with the Verification Framework
- a benefit claim form that meets the standards of the model BFI claim form
- a rigorous pre-notification checking programme
- effective liaison with landlords
- effective overpayment recovery procedures.

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

- conducting further analysis on the accessibility of the service to its customers, particularly those in work
- improving processing times for new claims, renewal claims and changes of circumstances
- Internal Audit providing assurance on the security of the system making and reconciling payments
- ensuring that all available sanctions are used appropriately.

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