

Bridgnorth District Council

Benefit Service: Summary of current performance

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

- clear links between the council's strategic and Benefits service objectives
- a performance management framework that provided assurance to Members and senior officers that the Benefits service was working towards the council's strategic objectives
- a range of policies and procedures
- use of one claim form for all HB and CTB applications
- compliance with the Verification Framework
- a commitment to prevent losses from fraud and corruption.

However there were some areas where Bridgnorth District Council needs to develop further to fully meet the BFI and Department for Work and Pensions' (the Department) Performance Standards. These include:

- operating the Do Not Redirect scheme correctly and using it for all benefits post
- amending its prosecution policy to clearly identify the type of sanction to apply when dealing with people committing fraud against the Benefits service
- defining a strategy for continuous improvement in reducing the level and age of debt.

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