

# Burnley Borough Council

## Benefit Service: Summary of current performance

Overall, we found that Burnley Borough Council's Benefit service is currently providing a **Fair towards Good** performance.

Burnley Borough Council currently demonstrates a number of strengths. These include:

- policies that cover:
  - overpayment recovery
  - anti-fraud and corruption
  - benefit fraud prosecution
- a corporate training and development programme linked to strategic and individual service objectives, which has recently achieved Investors in People accreditation
- an effective and responsive service for personal callers
- a claim form that fully meets the standard set by the Department's model claim form
- fully compliant with the Verification Framework since June 1999
- effective workflow management arrangements that ensure consistent upper quartile performance in most aspect of Benefits delivery
- effective working relationships with Registered Social Landlords
- use of prosecutions, administrative penalties and formal cautions in its counter-fraud area
- a commitment to prevent and recover overpayments.

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

- developing policies that cover all aspects of HB and CTB administration
- introducing a formal systematic performance monitoring process for all activities detailed in the Benefits Service Plan
- establishing comprehensive and formal management checks on counter-fraud work
- improving its performance in the area of overpayment recovery.

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