

Cambridge City Council

Benefit Service: Summary of current performance

Overall, we found that Cambridge City Council's Benefits service is currently providing a **Fair towards Good** performance. The council's current performance demonstrates a number of strengths. These include:

- effective strategic management processes with strong local leadership
- a strong commitment to customer service through a one stop shop service
- a second award of Charter Mark status to Revenue Services Reception in 2000
- systematic performance monitoring and clear lines of accountability
- a strong commitment to training and development
- a good current year performance in the accuracy of case work and the processing of claims
- the service has implemented Verification Framework
- fraudsters are prosecuted and other sanctions are applied.

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

- the council has not yet carried out an annual IT security assessment
- Cambridge City Council acknowledges that although it has made some improvements to its overpayments processes, further improvements in overpayments performance and recovery rates are required.

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