

# Canterbury City Council

## **Benefit Service: Summary of current performance**

Overall, we found that Canterbury 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:

- policies and strategies that provide comprehensive coverage of HB/CTB administration and counter fraud work
- compliance with verification framework
- a benefit claim form that meets the standards of the model BFI form
- sound performance monitoring arrangements
- secure procedures for HB and CTB payments and documentation
- comprehensive annual internal audit review of the benefit section and benefit systems
- effective liaison with Department for Work and Pensions (DWP), Rent Officer Service and Registered Social Landlords
- proven commitment to detecting fraud and prosecuting fraudsters
- effective overpayment procedures.

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

- performance targets should be included in job descriptions
- its offices need to be assessed for compliance with the Disability Discrimination Act
- there is no annual self assessment of IT system integrity
- its fraud business plan should indicate resource allocation and planned activities
- due to a system weakness, it is unable to provide accurate details of in-year overpayment recovery performance.

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