

Caradon District Council

Benefit Service: Summary of current performance

Overall, we found that Caradon District Council's HB/CTB service is currently providing a **Fair towards Good** performance. The council's performance demonstrates a number of strengths. These include:

- an action plan to meet Performance Standards in full
- a performance template that enables easy identification of trends in performance across a range of key indicators
- an effective and secure document management system
- telephones answered quickly and callers seen quickly
- high levels of customer satisfaction
- implementation of the Verification Framework in December 2002
- comprehensive pre-notification management checks on 10% of all assessments plus a 100% check on the work of new staff
- close to Standard for *Working with Landlords*
- Internal Audit have reported that there is a satisfactory system of control in place for the Benefits system
- a clear policy on prosecutions and other sanctions and a comprehensive fraud business plan
- fraud investigations being brought to a successful conclusion
- effective monitoring and reporting on overpayment recovery.

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

- complying with the requirements of the Race Relations Act
- introducing targets for certain aspects of customer service, and monitoring performance against these
- communicating more effectively with its landlords
- maintaining records of all fraud management checks.

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