

Charnwood Borough Council

Benefit Service: Summary of current performance

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

- a range of benefit policies and strategies
- a commitment to work with key stakeholders
- compliance with the Verification Framework
- comprehensive guidance and instructions
- achieving Standard for the Best Value Performance Indicators
- a commitment to prevent fraud and error
- controlling overpayments
- recovery of overpayments.

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

- an absence of measurable performance targets for individual members of staff
- not monitoring caller waiting times
- an absence of management checking on claims before a decision is notified to the customer
- no written strategy to ensure maximum take-up of benefit
- no written strategy for continuous improvement in age and level of debt
- no formal monitoring of standards set in any of the service level agreements, other than the one in place with the Rent Service.

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