

# Cheltenham Borough Council

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

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

- strategies and policies covering the major areas of HB and CTB administration and counter-fraud, which have been endorsed by Members
- a Benefits service Vision and Plan for HB/CTB which underpins the strategies and policies, and is reviewed annually
- good links with a wide range of partners and stakeholders
- compliance with the Verification Framework
- clear, simple claim forms which are readily accessible to customers
- assessment of its service against the requirements of the Disability Discrimination Acts 1995 and 1999
- top quartile performances, consistently meeting stretching targets in processing HB and CTB claims
- an efficient and consistent system of management checking
- a fraud business plan.

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

- A lack of a documented business continuity plan
- A lack of effective monitoring of customer waiting times
- records are not maintained of fraud management checks
- fraud overpayments are not prioritised.

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