

Chiltern District Council

Benefit Service: Summary of current performance

Overall, we found that Chiltern District Council's Benefit service is currently providing a **Excellent** performance.

Chiltern District Council demonstrates a number of strengths. These include:

- adopting the Verification Framework in 1999 and achieving full compliance from 2000
- responding positively to the BFI Good Practice Guide in 2001
- undertaking a comprehensive Best Value review of the Revenues service in 2002, inviting critical external review and introducing immediate improvements to the service as a result of the review
- using the European Foundation for Quality Management business excellence model as part of the Best Value review process
- undertaking a full self-assessment against Performance Standards in 2002 which revealed compliance with 96% of at Standard and above Standard elements
- including any outstanding Performance Standards still to be achieved in the Best Value Improvement Plan
- benchmarking performance against all of the authorities in Buckinghamshire and high performing authorities in England identified by its own analysis of Best Value Performance Indicators
- undertaking a second self-assessment against Performance Standards in September 2003 which revealed compliance with all of the at Standard elements.

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