

# Chester-le-Street District Council

## Benefit Service: Summary of current performance

Overall, we found that Chester-le-Street's Benefits service was providing a **Poor** performance. Chester-le-Street's current performance demonstrates a number of strengths. These include:

- service plans that showed achievement against Best Value Performance Indicators
- an Anti-Fraud and Corruption Policy and Strategy supported by a prosecution policy
- Members and senior officers received quarterly reports on the Benefits service performance against Best Value Performance Indicators
- fully Verification Framework compliant since February 2000
- improving Best Value Performance Indicator results
- the Human Resources strategy had identified areas for improvement
- Anti-Fraud Service Plan for 2003/04.

However there are some areas where Chester-le-Street needs to develop further to fully meet the BFI and the Department's Performance Standards framework. These include:

- demonstrating clearly how the Benefits service can contribute to Chester-le-Street's corporate aims
- monitoring and reporting on the service plans
- formal monitoring of all customer services targets and analysis of the results
- its claim form to comply with the Department's model claim form
- achievement of Best Value Performance Indicators
- recording and analysis of management checking
- use of risk assessment
- monitoring of service level agreements
- communications with all landlords
- secure post opening arrangements
- annual IT security review
- lack of sanction activity

- overpayment recovery procedures and performance
- overpayment write-off procedures.

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