

Broxbourne Borough Council

Benefit Service: Summary of current performance

Overall, we found that Broxbourne Borough Council's Benefits service is providing a **Fair towards Good** performance. Broxbourne Borough Council's current performance demonstrates a number of strengths. These include:

- strategies and policies that cover most areas of HB/CTB administration
- a performance management system that enables managers at all levels to monitor and report progress on their specific responsibilities
- compliance with the Verification Framework
- a steady trend of improvement towards top quartile performance
- proactive and sustained, benefits take-up
- effective consultation with customers and stakeholders through a benefits consultative panel
- a track record of working in partnership with other councils
- a proactive fraud team that has consistently delivered results.

However there are some areas where Broxbourne Borough Council needs to develop further to fully meet the Department's Performance Standards framework. These include:

- Members should endorse all policies and strategies on an annual basis
- action plans should be communicated to all stakeholders
- the waiting times of personal callers are not effectively monitored
- performance in respect of new and renewal claims is below standard
- the post-opening process is not fully secure
- declarations of interest should be obtained as part of the recruitment process.

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