

Chorley Borough Council

Benefit Service: Summary of current performance

Overall, we found that Chorley Borough Council's HB and CTB service is providing a **Fair** performance. Chorley Borough Council's current performance demonstrates a number of strengths. These include:

- Best Value and Finance Service plans are in place which specifically target Customer service
- regular reviews and performance monitoring against the council's Improvement plan are carried out
- consultation takes place with the community and with landlords through liaison groups and landlord forums
- there has been full compliance with the Verification Framework from May 1999
- there is commitment to continuous improvement.

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

- the development of policies and strategies to cover all aspects of HB/CTB administration and counter-fraud activity
- the development of comprehensive procedures manuals for all aspects of HB/CTB administration and counter-fraud activity
- the development, management and monitoring of benefit take-up in Chorley
- improved performance against some Best Value Performance Indicators
- closer monitoring of its Service Level Agreement with the Rent Officer service
- improved Internal security controls.

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