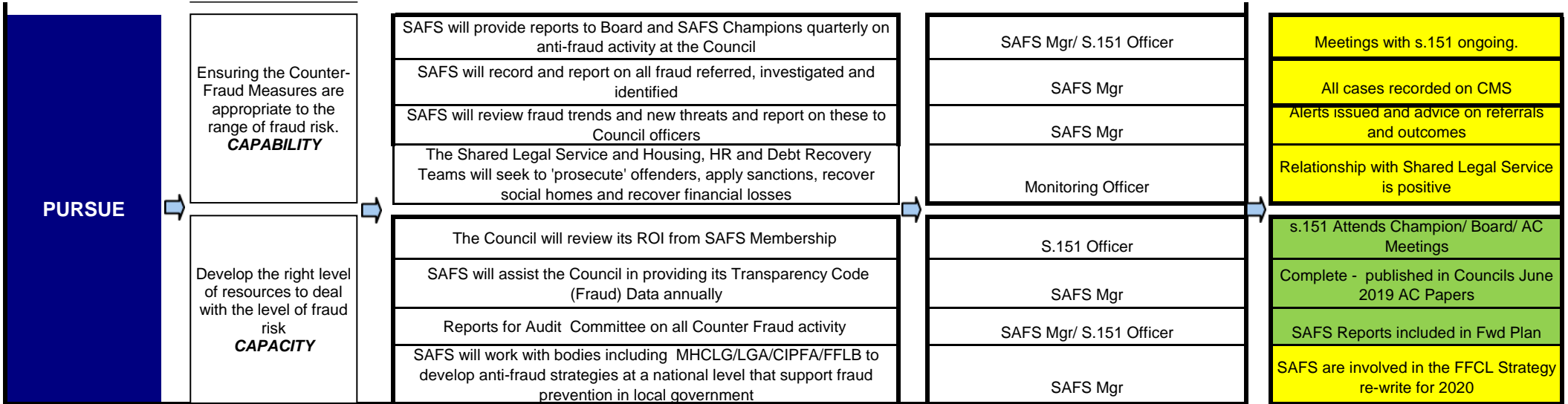


SBC / SAFS Action Plan 2019/2020

CIPFA Principles	Goals & 6Cs	Activities	Responsible Officer	Progress to October 2019
ACKNOWLEDGE	Fraud is acknowledged as a Risk for the Council CULTURE	The Council has in place Anti-Fraud and Corruption Strategy & Fraud Response Plan	s.151 Officer	The Councils Anti-Fraud Strategy needs review
		Inclusion of Fraud Risks and the Councils actions to manage/mitigate/reduce this in its Annual Governance Statement. Review the Councils Money Laundering/ Bribery/ Whistleblowing/ Cyber-Crime Policies	Monitoring Officer	The Council is considering a new suite of counter fraud policies.
		Audit Committee and Senior Managers ensure compliance with CIPFA best practice in the Councils counter fraud arrangements	s.151 Officer	Reported in the Councils Annual Governance Statement
		The Council will make it clear through its policies and codes of conduct for staff and Members that fraud and corruption will not be tolerated.	Monitoring Officer	The Council is currently working on new policies as mentioned above
	The Council has a robust communication policy demonstrating its commitment to prevent fraud COMMUNICATION	The Councils Communication Team will publicise prosecutions, anti-fraud campaigns and provide internal communications to staff on fraud awareness	Head of Communications	The Council has agreed a plan for internal and external Comms to promote International Fraud Awareness Week in November
		Access to SAFS fraud reporting tools (web/phone/email) for staff, public and elected Members.	SAFS Mgr	SAFS webpage/ email/ hotline numbers available on SBC webpage and Intranet
PREVENT	Co-ordination of effort, sharing of best practice, data, fraud alerts and new threats. COLLABORATION	The Council and SAFS will provide fraud awareness or specific anti-fraud training across all Council services and review the E-Learning Training for staff	SAFS Mgr & Head of HR	The Councils HR Team are working on the implementation of the the E-Learning provided by SAFS
		SAFS will provide fraud alerts to appropriate officers/staff/services from Action Fraud/ NAFN/ Police .	SAFS Mgr	6 Alerts issued to officers in the first half year
		Implement the contract for Stevenage Borough Council to join the Herts <i>FraudHub</i> in 2019.	SAFS Manager/ Monitoring Officer	Pending agreement in second half year
		Review data sharing agreements/protocols to ensure compliance with DEA & GDPR/DEA	Monitoring Officer	All agreed between SAFS and the Councils DP Officer
		Deliver the NFI 2018/19 Exercise	SAFS Mgr	Work ongoing- Progress good
	Work with DWP to deliver CTRS/HB joint working 2018/19 roll-out	SAFS Mgr/Shared R&B Manager	This now very much BAU at SBC	
Work with other organisations, including private sector, to improve access to data	SAFS Mgr	SAFS are working with HOOYU/ CIFAS/ SAS in 2019/20		
Have the highest levels of professional standards COMPETENCE	All SAFS staff will be fully trained and accredited	SAFS Mgr	All SAFS staff owrjng for SBC are ACFS Qualified	
	All investigations will comply with relevant legislation and Council policies	SAFS Mgr	Managed by SAFS through CMS/PMDS/121 reviews	
	SAFS will work with the LGA and Cabinet Office to support the roll out of a Counter-Fraud Profession	SAFS Mgr	Roll-out planned for April 2020	
	SAFS will work with all relevant Council services to make best use of 3rd party providers such as NAFN, PNLD, CIPFA	SAFS Mgr	Training provided on NAFN for front-line staff	



s.151 Officer is Assistant Director- Finance & Estates

Monitoring Officer is Service Director- Head of Shared Legal Service

Key

Complete
In Place/ BAU
Commenced/ Under Review
Outstanding

KPI	Measure	Target 2019/2020	PROGRESS TO JULY 2019	Reason for KPI
1	Return on investment from SAFS Partnership.	Demonstrate, via SAFS Board, that the Council is receiving a financial return on investment from membership of SAFS and that this equates to its financial contribution.	Fees to SAFS £102k.	Transparent evidence to senior management that the Council is receiving a service matching its contribution.
2	Provide an investigation service.	A. 1 FTE on call at Stevenage Borough Council. (Supported by SAFS Intel/ AFI/Management). B. 3 Reports to Audit Committee. C. SAFS Attendance at Corporate Governance Groups.	A. FTE in post B. AC reports included in Fwd Plan. C. Meetings and R&B liaison ongoing	Ensure ongoing effectiveness and resilience of the Councils anti-fraud arrangements.
3	Action on reported fraud.	A. All urgent/ high risk cases 2 Days. B. All other cases 5 days on average C. Provide compliance for 'Joint Working' with DWP/FES	A&B. Current performance 1 day on average for all referrals. C. JW with DWP in place	Ensure that all cases of reported fraud are triaged within agreed timescales.
4	Added value of SAFS membership.	A. Membership of NAFN B. Membership of CIPFA Counter Fraud Centre C. NAFN Access/Training for relevant Council Staff D. 5 Fraud training events for staff/Members in year. E. Provide support to in-house TF Officer	A&B. NAFN/ CIPFA Membership. C. NAFN non-fraud training offered D. Training events being organised with HR. E. Liaison in place with Hsng Mgt to support TF role.	Deliver additional services that will assist in the Council in preventing fraud across all services and in the recovery of fraud losses.
5	Allegations of fraud received.	A. 100 - Fraud referrals from all sources to SAFS	A. Referrals to end September- 91	This target will measure the effectiveness of the service in promoting the reporting of fraud
	&	B. 60% of cases investigated and closed in year proved.	B. 65% (35 cases closed)	&
	Success rates for cases investigated.	C. 12 Social homes secured from sub-letting or other unlawful tenancy breaches.	C. 5	Measure the effectiveness in identifying cases worthy of investigation.
		D. 100% Review of RTB Application.	D. 100%	

6

Making better use of data to prevent/identify fraud.

A. Implement the Herts FraudHub for the Council.
B. Complete NFI 2018/2019 Reports

A. SBC in final tranche for joining the Hub in 2019.
B. **NFI Review ongoing**

Build a Hub that will allow the Council to access and share data to assist in the prevention/detection of fraud.

Key

Complete
On-Target
Planned
Likely to Miss Target