

SAFS KPIs - 2023/ 2024

KPI	Measure	Target 2023/24	Performance to September 2023
1	Return on investment from SAFS Partnership.	<p>Demonstrate that the Council is receiving a financial return on investment from membership of SAFS and that this equates to its financial contribution.</p> <p>A. Meetings to take place with the Assistant Director of Finance, quarterly.</p> <p>B. Strategic Director (CFO) or deputy will attend SAFS Board meetings quarterly.</p> <p>C. Regular meetings to take place with Directors/Service Leads to agree and update local work plans.</p> <p>D. Reports on progress with any area of work covered by the SAFS Partnership Agreement will be provided on request.</p>	<p>A. SAFS Mgt have meetings planned throughout the year with Senior Mgt.</p> <p>B. CF invited to attend all SAFS Board meetings in 23/24</p> <p>C. Meetings with Hsing Mgt in place on regular basis. Meetings between NJ and CF are in place.</p> <p>D. This report, and others are available upon request. SAFS Mgt provide updates on its work at all CGG meetings.</p>
2	Provide an investigation service.	<p>A. 450 Days of counter fraud activity including proactive and reactive investigation work, data-analytics, training and fraud risk management (Supported by SAFS Intel/Management).</p> <p>B. 3 Reports to Audit Committee.</p> <p>C. SAFS attendance at corporate governance, 'service champion' meetings, local management team meetings.</p>	<p>A. 138 Days reported in Q1 & Q2 combined – 31%. More work is planned in Q3 to support NFI outcomes and use of Data to support NDR. We are also aware that officers assigned to work on SBC projects are un-reporting their time.</p> <p>B. Reports to Audit Committee in September and November 2023 and third report planned for March 2024.</p> <p>C. SAFS has close working with relationship with R&B & Housing Services and regular liaison is taking place. Head of SAFS sits on the Councils Corporate Governance Group.</p>
3	Action on reported fraud.	<p>A. All urgent/ high risk cases 1 Day.</p> <p>B. All other cases 2 Days on Average.</p>	<p>A. SAFS CMS currently unable to recognise urgent from non-urgent, we are working with the CMS provider to rectify this.</p> <p>B. At present we are responding to referrals for SBC within 1 day on average, AND we are ensuring that any urgent cases are sifted and selected ahead of other work.</p>
4	Added value of SAFS membership.	<p>A. Membership of NAFN & PNLD</p> <p>B. Membership of CIPFA Counter Fraud Centre and access to CIFAS/NCSC/AF/FFCL alerts/trends/best practice</p> <p>C. NAFN Access/Training for relevant Council Staff</p> <p>D. 10 Training events for staff/Members in year. (To be agreed with Directors/ Service leads and HR)</p>	<p>A. SAFS have procured licenses to NAFN and PNLD for Council staff.</p> <p>B. SAFS Mgt are members of the CF Centre. HCC has membership of CIFAS with alerts shared with SAFS Partners.</p> <p>C. Council staff have access to NAFN training & support.</p> <p>D. Training events are still being developed with HR, including a review of the E-Learning modules on fraud/bribery/AML.</p>
5	Allegations of fraud received & Outcomes recorded.	<p>A. All reported fraud (referrals) will be logged and reported to officers by type & source.</p> <p>B. All cases investigated will be recorded and the financial value, including loss/recovery/ savings of each will be reported to officers.</p> <p>C. 12 Social homes secured from unlawful use or sub-letting. 100% Review of all Right to Buy and 'Succession' applications.</p>	<p>A. This is happening daily as referrals are received.</p> <p>B. The SAFS CMS allows the reporting of granular detail on each referral received, every case investigated, and the MI from this is, is used to manage workflow and workloads.</p> <p>C. SAFS have investigated a number of tenancy fraud matters and we are awaiting the outcomes of notice/court procedures to recover properties. We have conducted a 100% review of all RTB applications received in 2023- (28)</p>
6	Making better use of data to	<p>A. Support the output from NFI 2022/23 across all Council services.</p> <p>B. Membership of the Herts FraudHub in 2023/24.</p>	<p>A. Access to NFI data and relevant systems arranged for SAFS officers. Output and matches reviewed will be reported to the CGG. This work is progressing very well.</p>

prevent/identify
fraud.

B. Contracts with C/O signed for the Council to take part in the Herts FHUB in 23/24. Data-upload and dissemination of matches in place. We are now working with officers to begin clearing matches.