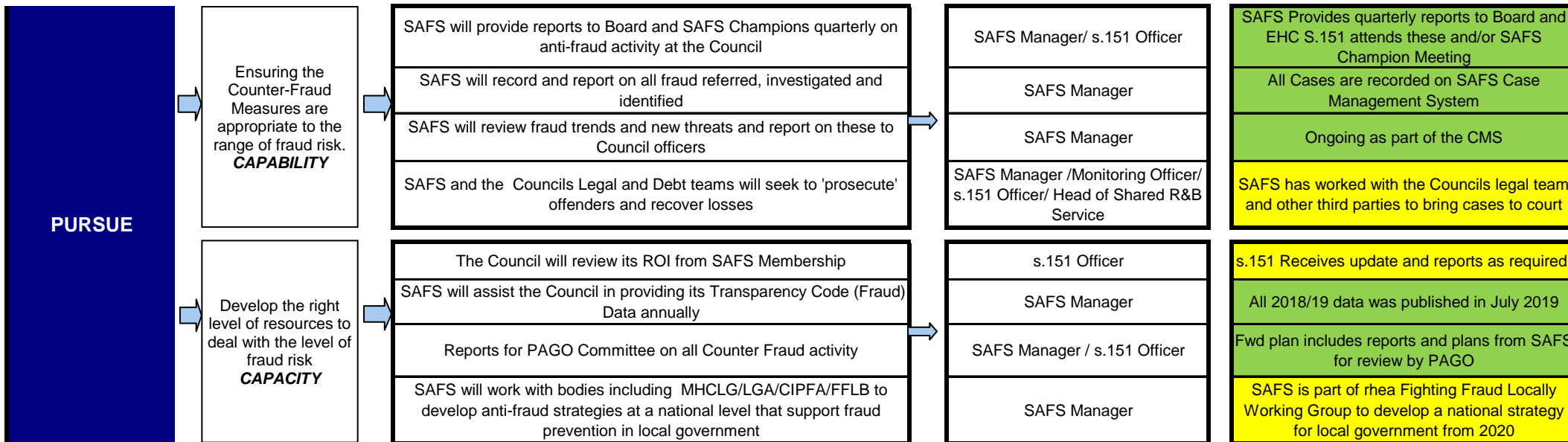


EHC / SAFS Action Plan 2019/2020

CIPFA Principles	Goals & 6Cs	Activities	Responsible Officer	Progress to December 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 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 PAGO Committee and Senior Managers ensure compliance with CIPFA best practice in their counter fraud arrangements 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.	Chief Executive / Monitoring Officer S. 151 Officer/ Monitoring Officer S. 151 Officer Head of Legal/ Head of Human Resources	Yes but these are v.old. SAFS have drafted new docs but these are waiting officer review Review partially completed - see above. Although polices are outdated there is training and resources dedicated to counter fraud activity. This is not clear - due to lack of policies	
	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 Access to SAFS fraud reporting tools (web/phone/email) for staff, public and elected Members. 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 will provide fraud alerts to appropriate officers/staff/services from Action Fraud/ NAFN/ Police .	Senior Communications Officer SAFS Manager / Senior Communications Officer SAFS Manager & Head of Human Resources SAFS Manager	SAFS and EHC Comms publicise AF activity and campaigns All in place and made available to EHC staff and residents Fraud awareness programme delivered with HR 11. Alerts issued from SAFS Intel to SAFS Partners.	
	PREVENT	Co-ordination of effort, sharing of best practice, data, fraud alerts and new threats. COLLABORATION	Implement the contract for EHC to join the Herts <i>FraudHub</i> in 2019. Review data sharing agreements/protocols to ensure compliance with DEA & GDPR/DEA Deliver the NFI 2018/19 Exercise Work with DWP to deliver CTRS/HB joint working 2018 roll-out Work with other organisations, including private sector, to improve access to data	SAFS Manager/ s.151 Officer Monitoring Officer / SAFS Manager SAFS Manager/ s.151 Officer SAFS Manager/ Head of Shared R&B Service SAFS Manager	Incomplete. Contract provided to EHC but no action to date Complete and in place 1447 matches in all received by EHC . All high risk matches cleared. 69% of all matches cleared. JW in place with DWP/FES at Stevenage on relevant cases SAS Project in place (HCC). Destin Solutions SBRR scheme offered to EHC R&B.
		Have the highest levels of professional standards COMPETENCE	All SAFS staff will be fully trained and accredited All investigations will comply with relevant legislation and Council Policies SAFS will work with the LGA and Cabinet Office to support the roll out of a Counter-Fraud Profession SAFS will work with Council Services to make best use of 3rd party providers such as NAFN, PNL, CIPFA	SAFS Manager SAFS Manager SAFS Manager s.151 Officer/ SAFS Manager	SAFS all trained and accredited. SAFS Mgt monitor all live cases to comply SAFS are part of a Collective Local Authority Bid to join Profession by March 2020 All complete and licenses in place



Key

Complete
In Place/ BAU
Commenced/ Under Review
Outstanding

KPI	Measure	Target 2019/2020	PROGRESS TO OCTOBER 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 £81.6k.	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 the Council. (Supported by SAFS Intel/ AFI/Management). B. 3 Reports to Audit Committee. C. SAFS Attendance at Mgt Meetings/ R&B Liaison Meetings.	A. FTE in post until Feb 2020 (Mat leave) 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.	A & B Current performance 2 day on average for all referrals	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.	A & B. NAFN/ CIPFA Membership. C. NAFN non-fraud training provided to relevant staff. D. Training events agreed with HR	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. & Success rates for cases investigated.	A. 100 - Fraud referrals from all sources to SAFS B. 60% of cases investigated and closed in year	70 (23 from staff) 63% (19 cases from 30 closed)	This target will measure the effectiveness of the service in promoting the reporting of fraud by staff and public, & measure the effectiveness in identifying cases worthy of investigation.
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. Details of FraudHub contract provided to EHC Mgt Nov 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