SAFS KPIs - 2021/ 2022

KPI	Measure	Target 2021/22	Performance to December 2021
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.	Report to SAFS Board in June/Sep/Dec 2021 (planned reports March 2022). Head of Strategic Finance and Property sits on the SAFS Board, has access to and meets with SAFS Mgt regularly.
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 Corporate Governance, Champion meetings, team management meetings.	A. FTE in place since April 2021. B. Reports to A&GC in May 2021 and September 2021 and third report planned for March 2022. An additional report was provided to review and update the Councils Anti-Fraud and related policies in December 2021. C. SAFS has close working with relationship with R&B and regular liaison is taking place.
3	Action on reported fraud.	A. All urgent/ high risk cases 1 Day. B. All other cases 2 Days on Average.	A. All urgent cases are being met within 24 hours at present B. Non-urgent referrals are taking 2 days at present.
4	Added value of SAFS membership.	A. Membership of NAFN & PNLD B. Membership of CIPFA Counter Fraud Centre C. NAFN Access/Training for relevant Council Staff D. 10 Training events for staff/Members in year.	A. SAFS has access to both, and Council staff can access NAFN B. SAFS Mgt are members of the CF Centre. C. See A above. D. Training events are still being developed with HR.
5	Allegations of fraud received. & Success rates for cases investigated.	A. All reported fraud (referrals) will be logged and reported to the Council by type & source. B. All cases investigated will be recorded and the financial value, including loss/recovery/ savings of each, Reported.	A. This is happening daily as referrals received B. This is being monitored and will be included in SAFS year-end report. The SAFS CMS allows the reporting of granular detail on every referral received and each case investigated and the MI from this is used to manage workflow and workloads.
6	Making better use of data to prevent/identify fraud.	A. Support the NFI 2020/21 Output and reports across services. B. Support the implementation of the Herts FraudHub at BoB. C. Consider other areas where the better use of data will benefit the Council financially.	A. SAFS and Council officers are working on the output from NFI 2020/21 at present. B. We are now loading live data into the FraudHub and working in the output from this. C. SAFS continues to use data analytics to assist with assurance on the covid grant schemes and respond to new fraud threats.