

SAFS KPIs - 2022/ 2023

KPI	Measure	Target 2022/23	Performance to September 2022
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 & September 2022, further reports included in Fwd Plan for in December 2022 & March 2023. Councils S.151 sits on the SAFS Board and meets with SAFS Mgt regularly to review the effectiveness of SAFS and CF work across Council services.
2	Provide an investigation service.	A. 1 FTE on call at the Council. (Supported by SAFS Intel/ AFI/Management). B. 3 Reports to Audit & Governance Committee in year. C. SAFS Attendance at Corporate Governance, Champion meetings, team management meetings.	A. FTE Accredited CFO in place, supported by SAFS Intel/Mgt Teams. B. Reports to A&G Committee in July and November 2022 and third report planned for March 2023. 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 24 hours from receipt. B. All other cases 2 working days on Average. C. Sharing of Fraud Alerts- within 2 working days. D. Dissemination of non-HBC referrals to 3 rd parties within 2 working days (Police/HMRC/DWP/NCSC)	A. All urgent cases are being met within 24 hours B. Non-urgent referrals are also being resolved within 24 hours on average. C. Fraud alerts are issued within 24 hrs at present. D. All Referrals are reviewed and disseminated within 48 Hrs on average.
4	Added value of SAFS membership.	A. Membership of NAFN & PNLD for Council staff. B. Membership of CIPFA Counter Fraud Centre (via HCC) C. Access to CIFAS best practice/guidance/fraud alerts (via HCC) D. NAFN Access/Training for relevant Council Staff. E. 5 Training events for staff/Members in year. F. Money Laundering Reporting Officer role. G. Support for Covid grant schemes and other local/national responses.	A. SAFS have procured licenses to NAFN and PNLD for Council staff. B. SAFS Mgt are members of the CF Centre. C. HCC has membership of CIFAS with alerts shared with SAFS Partners. D. Council staff have access to NAFN training & support. E. Training events are still being developed with HR. F. The MLRO is in place with a Policy and training on AML for relevant staff. There is a reporting line/email for staff. G. SAFS continues to provide support for post 'assurance' work on Covid Grants.
5	Allegations of fraud received & Outcomes recorded.	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. C. All 'sanctions' imposed in line with Council policies/ legislation	A. This is happening daily as referrals received B. This is being monitored and will be included in SAFS year-end report. C. The SAFS CMS allows the reporting of granular detail on each referral received, every 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 2022/23 upload and output/reports across services. B. Consider other areas where the better use of data will benefit the Council financially. C. Develop and extend the use/capacity of the Herts-FraudHub for HBC.	A. SAFS and Council officers have completed NFI upload of data in October 2022. B. The Council is taking part in the Countywide Council Tax Framework in 2023/24 C. The Council is making more use of the FraudHub with data from R&B and Housing being uploaded, but more work is required to included data from other service areas to make this more effective.