

Appendix B.

KPI for SAFS 2023/24

	Not Started		Work Commenced		Work Ongoing		Complete or on Plan
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KPI	Objectives	Progress
1	<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 Councils Head of Strategic Finance and Property quarterly.</p> <p>B. Head of Strategic Finance and Property will sit on the SAFS Board that meets quarterly.</p> <p>C. Regular meetings to take place with Service Leads to agree and update local work plans.</p>	<p>A. SAFS Mgt have meetings planned throughout the year with Senior Mgrs/SL.</p> <p>B. SL invited to attend all SAFS Board meetings in 23/24.</p> <p>C. Meetings with R&B in place on regular basis.</p>
2	<p>A. 285 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. Three Reports to Audit Committee.</p> <p>C. SAFS attendance at corporate governance, 'service champion' meetings, local management team meetings.</p>	<p>A. 138 days recorded to December – 49%. More work is taking place in Q4 on NFI/FraudHub.</p> <p>B. Dates are booked in for Sep/Nov/Jan and A&G member training delivered in September.</p> <p>C. There is not enough visibility at Mgt Level of SAFS at EHC</p>
3	<p>A. All urgent/ high risk cases will be responded to within 24 hours.</p> <p>B. All other cases 2 Days, on Average.</p>	<p>A. Average at present is 3 days for all cases and we are unable to separate out urgent cases on the CMS .</p> <p>B. 3 Days at present.</p>
4	<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. 5 Training events for staff/Members in year. (To be agreed with Service leads and HR)</p>	<p>A. SAFS has membership of PNLD which has been shared with EHC Legal. NAFN membership paid for by SAFS 23/24.</p> <p>B. SAFS/HCC member of CIPFA and CIFAS.</p> <p>C. NAFN service awareness to be shared across Council service areas for relevant officers</p> <p>D. SAFS still liaising with HR to finalise training programme for all staff</p>
5	<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. SAFS will work with social providers across the Borough.</p>	<p>A. Fraud reporting options available for staff and residents on the EHC webpage and intranet- This is linked to SAFS reporting tools. Further Comms on this to be developed internally and externally.</p> <p>B. All cases will be recorded on SAFS CMS</p> <p>C. Contracts in place with Clarion/Catalyst/B3Living/Settle.</p>
6	<p>A. Support the output from NFI 2022/23 Council services.</p> <p>B. Membership and VFM from the Herts FraudHub in 2023/24.</p>	<p>A. Access to NFI data and relevant systems arranged for SAFS officers. Output and matches reviewed</p> <p>B. Contracts with C/O signed. Data-upload schedules in place and data being loaded. Matches are being reviewed by SAFS and officers.</p>