

SAFS – NHDC

KPIs 2020/ 2021

KPI	Measure	Target 2020/21	Performance to October 2020
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.	Reports to SAFS Board in June 2020 and September 2020. NHDC S.151 sits on the SAFS Board and meetings also take place between the s.151 & SAFS Mgt.
2	Provide an investigation service.	A. 1 FTE on call at the Council. (Supported by SAFS Intel/ AFI/Management). B. 3 Reports to Finance Audit & Risk Committee. C. SAFS Attendance at Corporate Governance, Champion meetings, team management meetings.	A. FTE in post and was recently promoted to senior grade. B. Reports to FARC in July 2020 and December 2020 and third report planned for March 2021. C. SAFS has close working with relationship with R&B and is part of the Councils Corporate Governance Group.
3	Action on reported fraud.	A. All urgent/ high risk cases 2 Days. B. All other cases 5 Days on Average.	A&B. Both being met within 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. 5 Fraud 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 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. 60% of cases investigated and closed in year with a positive outcome C. All cases investigated will be recorded and the financial value, including loss/recovery/ savings of each, Reported.	A. This is happening as all referrals received B. This is being monitored and will be included in SAFS year-end report but presently a target of 44% is being achieved. C. This is happening as all cases are investigated/closed. D. (NEW) Financial penalties and sanctions are considered in line with the Council policies on a case by case basis.
6	Making better use of data to prevent/identify fraud.	A. Develop the Hertfordshire FraudHub for the Council. B. Support the NFI 2020/21 data upload by the Council. C. Consider other areas where the better use of data will benefit the Council financially.	A. A fraud-hub approach is being taken where data/knowledge/experience is shared across SAFS Partners. B. SAFS are fully supporting NHDC compliance with NFI 2020/21 C. This includes the Herts Fraud-Hub as well as specific one-off data-matching/analytics (Incl, Covid Grant schemes).