

**APPENDIX A. SAFS KPIs - 2023/ 2024**

KPI	Measure	Target 2023/24	Performance to December 2023
1	Return on investment from SAFS Partnership.	Demonstrate that the Council is receiving a financial return on investment from membership of SAFS and that this equates to its financial contribution. A. Meetings to take place with the Councils Service Director-Resources and Service Director-Customers. B. Service Director-Resources will sit on the SAFS Board that meets quarterly. C. Regular meetings to take place with Service Leads to agree and update local work plans.	A. SAFS Mgt have meetings planned throughout the year with Director-Resources and Service Director-Customers B. Service Director-Resources, invited to attend all SAFS Board meetings in 23/24 and has attended Board meetings in June/September/December with a 4 <sup>th</sup> meeting planned for March 2024 C. Meetings with service leads are taking place on regular basis.
2	Provide an investigation service.	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). B. 3 Reports to Finance Audit and Risk Committee. C. SAFS attendance at corporate governance, 'service champion' meetings, local management team meetings.	A. <b>181 Days reported in Q1-Q3 combined – 64%</b> . More work is planned in Q4 to support NFI outcomes and use of Data to support NDR. We are also aware that some officers assigned to work on NHC projects have been under-reporting their time spent on these matters. B. Reports to FAR Committee in September and December 2023 and third report planned for March 2024. C. SAFS has close working with relationship with R&B & Housing Services and regular liaison is taking place. SAFS takes part in the Councils Corporate Enforcement Group.
3	Action on reported fraud.	A. All urgent/ high risk cases will be responded to within 24 hours. B. All other cases 2 Days, on Average.	A. <b>SAFS CMS currently unable to recognise urgent from non-urgent</b> , we are still working with the CMS provider to rectify this. B. At present we are responding to <b>ALL</b> referrals for NHC within 24 hours on average.
4	Added value of SAFS membership.	A. Membership of NAFN & PNLD B. Membership of CIPFA Counter Fraud Centre and access to CIFAS/NCSC/AF/FFCL alerts, trends, best practice C. NAFN Access/Training for relevant Council Staff D. 5 Training events for staff/Members in year. (To be agreed with Service leads and HR)	A. SAFS have procured licenses to NAFN and PNLD for Council staff. B. SAFS Mgt are members of the CF Centre. HCC has membership of CIFAS. C. Council staff have access to NAFN training & support. D. Training events are still being developed with HR, including a review of the E-Learning modules on fraud/bribery/AML.
5	Allegations of fraud received & Outcomes recorded.	A. All reported fraud (referrals) will be logged and reported to officers by type & source. B. All cases investigated will be recorded and the financial value, including loss/recovery/ savings of each will be reported to officers. C. SAFS will work with social housing providers across the District.	A. This is happening daily as referrals are received. B. The SAFS CMS allows the reporting of granular detail on each referral received, every case investigated, and the MI from this is, is used to manage workflow and workloads. C. SAFS have investigated a number of tenancy fraud matters and we are awaiting the outcomes of notice/court procedures to recover further properties.
6	Making better use of data to prevent/identify fraud.	A. Support the output from NFI 2022/23 Council services. B. Membership and VFM from the Herts FraudHub in 2023/24.	A. Access to NFI data and relevant systems arranged for SAFS officers. Output and matches reviewed are being reported. This work is progressing very well. B. Contracts with C/O signed for the Council to take part in the Herts FHUB in 23/24. Data-upload and dissemination of matches in place. We are now working with officers to begin clearing matches.