

SAFS/ NHDC Team Business Plan 2017 2018

Mission	Objectives	Goals	Strategies	Measures/Success Criteria	Responsibility	Progress 1Qtr
ACKNOWLEDGE	ACKNOWLEDGEMENT The risk of fraud the the Councils responsibility to prevent and investigate fraud	Show the Councils Willingness to Combat Fraud	Anti- Fraud Strategy Membership of SAFS Internal Audit Member Support	Have in place an Anti-Fraud and Corruption Strategy Retaining Board Membrship of SAFS Have in place an effective IA Plan and Audit Committee Policies to deal with Money Laundering/ Bribery/ Whistleblowing/ Sanctions	s.151 Officer/Head of Legal s.151 Officer SIAS Head of Legal	Complete Complete Complete Ongoing Review
			Local News Media Promote Fraud Team Fraud Awareness Training Internal Awareness	Issue a press release for every successful prosecution in 2017/2018 Promotion of internet fraud pages (SAFS) and local media exposure Deliver five fraud training awareness training sessions to Council Staff, or tailored training as requested by services Conduct an E-Survey of fraud awareness across officers	SAFS/Comms SAFS/Comms SAFS SAFS	Comms Plan in Place Planned Review Ongoing Planned to begin 2nd Qtr
	FRAUD AWARENESS Promote an effective anti fraud culture within the Council	Enhance the level of fraud awareness internally and externally	Customer Service R&B Relationship Meeting SAFS Champion Reports to Audit Comms	Issue customers with information leaflets when attending interviews Quarterly meetings with R&B Service and agree SLA Quarterly meetings with NHDC SAFS Board Rep 2 Reports to FARC	SAFS SAFS/R&B Mgrs SAFS/s.151 Officer SAFS/s.151 Officer	Ongoing Ongoing Ongoing Planned Sep 17/ Mar 18
			Quality Fraud Referrals Individual Targets Data Matching Fraud Referrals Performance Report	100% risk assessment on all fraud referrals received SAFS CFO- Set PMDS Targets to match NHDC KPIs NFI Data Matches 2017 to be reviewed in year Monitor source of fraud referrals each quarter Issue a performance report in April 2018	SAFS SAFS s.151 Officer SAFS SAFS	Ongoing Complete Onoing Ongoing Planned
PREVENT	CUSTOMER SERVICE Service performance is managed to the highest standards so that agreed level's of service are met	Ensure customers and staff are informed about counter fraud work	Interview Under Caution Sanction Files Witness Statements Legal Services	SAFS management checks on all sanctions issued File management checks on live caseload 100% check on witness statements used in prosecution cases promote case conferences between Solicitors & Investigators	SAFS SAFS SAFS SAFS/ Head of Legal	Ongoing Ongoing Ongoing Ongoing
			Prosecutions Formal Cautions Admin Penalty Legal Service Liaison	Ensure all cases suitable for sanction are reviewed in line with Policy Ensure that the Councils makes use of civil penalties where appropriate Ensure that the use of Administrative Penalties is maximised Work with NHDC Legal to proscute cases and recover costs	SAFS SAFS/Head of R&B SAFS/Head of R&B SAFS/ Head of Legal	Ongoing Complete Ongoing Ongoing
	PERFORMANCE Maximize performance through robust risk assessment and quality investigation work.	Be recognized as a high performing and successful fraud team.	Interview Under Caution Sanction Files Witness Statements Legal Services	SAFS management checks on all sanctions issued File management checks on live caseload 100% check on witness statements used in prosecution cases promote case conferences between Solicitors & Investigators	SAFS SAFS SAFS SAFS/ Head of Legal	Ongoing Ongoing Ongoing Ongoing
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PURSUE	QUALITY INVESTIGATIONS Undertake high quality investigations maximizing all investigative resources and achieving value for money	Ensure that investigations comply with the law and are beyond reproach	Interview Under Caution Sanction Files Witness Statements Legal Services	SAFS management checks on all sanctions issued File management checks on live caseload 100% check on witness statements used in prosecution cases promote case conferences between Solicitors & Investigators	SAFS SAFS SAFS SAFS/ Head of Legal	Ongoing Ongoing Ongoing Ongoing
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PURSUE	SANCTIONS/PROSECUTIONS Instigate legal sanctions to counter criminal behaviour	Ensure the prosecution of fraud and dishonesty in appropriate cases	Interview Under Caution Sanction Files Witness Statements Legal Services	SAFS management checks on all sanctions issued File management checks on live caseload 100% check on witness statements used in prosecution cases promote case conferences between Solicitors & Investigators	SAFS SAFS SAFS SAFS/ Head of Legal	Ongoing Ongoing Ongoing Ongoing
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