



**North Herts District Council
Performance against
Anti-Fraud Plan
2016/2017**

(Hertfordshire Shared Anti-Fraud Service)

NHDC - Anti-Fraud Action Plan 2016/2017

Anti-Fraud and Corruption Strategy	Activity	Lead Officer/s	Target Date/Value/Measure	Progress at 31.3.2017
Acknowledge and understand fraud risks	Review the Council's existing Anti-Fraud and Corruption Policy, Fraud Response Plan and, Whistleblowing Policy, Money Laundering Policy implement a new Fraud Prosecution Policy.	Head of Revenues, Benefits & IT, Head of Finance, Performance & Asset Management, corporate Legal Manager	Fraud Prosecution Policy by June 2016, all other existing Policies as they come up for renewal	Prosecution Policy presented FARC by SAFS for adoption in March 2016. Anti-Money Laundering and Whistleblowing Policies reviewed.
	Ensure that the Council retains its Board and Partner role in SAFS and funding for the services provided by SAFS.	Strategic Director of Finance, Policy & Governance	Ongoing	s.151. attends SAFS Board and agreed to continuation of SAFS Partnership for 2017/2018
	Annual fraud reports to the Fraud, Audit and Risk Committee.	SAFS Manager	July 2016 and March 2017	AC dates for SAFS reports agreed Sep 2016 and March 2017 in Fwd Plan
	Identify key fraud risks faced by the Council. Add to Risk Register as appropriate.	Head of Revenues, Benefits & IT & SAFS Manager	Ongoing	SAFS Mgt has met with NHDC Risk Manager to agree a process for this, but not finalised yet.

	Promote and publicise the costs of fraud to staff, members and local residents including the impact this had on Council Services.	Head of Revenues, Benefits & IT & SAFS Manager	Ongoing	Further Cheater Campaign linked to new SAFS webpage published in Oct 2016.
	Subscribe to organisations and events that demonstrate the Council's zero tolerance to fraud.	Head of Revenues, Benefits & IT & SAFS Manager	Ongoing	SAFS joined CIPFA Centre for Counter Fraud for all Partners.
	Roll out an E-learning anti-fraud training package for NHDC Staff	SAFS Manager	October 2016	This is being implemented by NHDC Legal with SAFS/HCC HR assistance.
	Provide Money Laundering training for appropriate staff	SAFS Manager	October 2016	Arranged for s.151 and MLRO for October 2016.
	Provide Fraud Awareness training to Elected Members	SAFS Manager & Learning and Employee Engagement Manager	March 2017	Delivered in January 2016 to full Council
Anti-Fraud and Corruption Strategy	Activity	Lead Officer/s	Target Date/Value/Measure	Progress at 31.3.2017
Prevent and deter fraud	Maintain a strong internal control framework as assessed by SIAS Internal Audit Annual Report	All Heads of Service & Corporate Managers	Ongoing	NHDC /SIAS Internal Audit Plan

	Create and maintain Data Sharing Procedures including Information Sharing Protocol (ISP), PIA/EIA to allow for lawful exchange of data between SAFS and NHDC .	Head of Revenues, Benefits & IT & SAFS Manager	July 2016	ISP reviewed by HCC and NHDC Legal with emphasis on revised PIA.
	Deliver fraud awareness, prevention training and workshops to Council Services at risk of fraud	SAFS Manager	5 Local Events at NHDC delivered by SAFS	Housing Event Oct 2016 AML Oct 2016 NNDR- Nov 2016 Induction Training for new staff is now in place.
	Have in place one SAFS Counter Fraud Officer FTE for NHDC exclusive use. Access to SAFS Intel/Admin to support for this role. Access to SAFS Manager for Senior Mgt Meetings.	SAFS Manager	Ongoing	TR (SCFO) and PJ (CFO) in place Darren Bowler (SAFS Asst Manager) & SAFS Intel Team support this work
	Issue Fraud Alerts to appropriate staff and managers as when new fraud threats arise and publish a Fraud & Corruption Newsletter for staff.	SAFS Manager	Ongoing	22 Alerts issued from NAFN, OWL, NFIB and Partners.
	Have in place fraud reporting tools to allow staff and public alike to report fraud.	SAFS Manager	Ongoing	Webpage, Hotline, Direct line, email all available. SAFS New website incorporating Cheater Campaign.

	Permit SAFS assist with the delivery of the National Fraud Initiative 2016.	Head of Revenues, Benefits & IT	July 2016	Key-Contact for matches from NFI 2016/2017 remains with NHDC.
	Provide access to services such as National Anti-Fraud Service (NAFN), CIPFA, Local Authority Investigation Officers Group (LAIOG) to benefit both NHDC and SAFS.	Head of Revenues, Benefits & IT & SAFS Manager	Ongoing	SAFS subscribes to NAFN, CIPFA, LAIOG, PNLD for all Partners.
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Be stronger in pursuing fraud and recovering losses	Record identified financial savings from anti-fraud activity. Record value of all fraud identified to an agreed, auditable and recognised standard.	SAFS Manager	Ongoing	Fraud of £141k identified to 31.3.2017, against an annual target of £100k
	Maximise civil recovery and utilise civil recovery methods to seek redress where fraud is identified.	SAFS Manager with appropriate Service Manager	Ongoing	NHDC have policy and process in place and are now capable of issuing CPs.
	NHDC will Publicise prosecutions, sanctions, recovery to demonstrate a zero tolerance to fraud and act as a deterrent to others.	Head of Revenues, Benefits & IT with Communications Manager	Ongoing	Plans to issue following OS prosecution cases.

	To work in a partnership role with SAFS and ensure that SAFS delivers value for money and return on investment to NHDC , be this in actual new revenue or future savings.	Head of Revenues, Benefits & IT	Ongoing	Meetings taking place with S.151 and deputy
	NHDC to support County wide CTAX SPD review which will benefit the Council, and any other opportunities to conduct anti-fraud projects with SAFS as required.	Head of Revenues, Benefits & IT	October 2016	SAFS have delivered CTAX 'Review Framework' for whole County.

SAFS

KPIs for NHDC 2016/2017

KPI	Measure	2015/2016 Target	Achieved in year	SAFS Project Aims
1	Provide an Investigation Service	1 FTE on call at NHDC Telephone/Web 'Hotline' for staff and public. Advice and Support	100%	Ensure ongoing effectiveness and resilience of anti-fraud arrangements when the impact of the Single Fraud Investigation Service (SFIS) takes effect.
2	Identified Value of Fraud prevented/detected. Based on the Methodology agreed by SAFS Board	£100k	£141k	Deliver financial benefits in terms of cost savings or increased revenue.
3	Allegations of fraud Received. From all sources.	100 Fraud referrals	100	Improve the reach into the areas of non-benefit and corporate fraud within the county.
4	Success rates for cases investigated. This will ensure that quality investigations are undertaken.	50%	65% (49 cases investigated -32 proved)	Create a recognised centre of excellence able to disseminate alerts and share best practice nationally.
5	Conduct Data-Matching using the local data-hub, NFI and other data-matching/mining.	Data-Hub, Access to NFI and County SPD Exercise	Data-warehouse and all data-sharing agreements complete. NHDC Submitted data to NFI. County Wide SPD Framework complete December 2016	Create a data hub for Hertfordshire.