

COUNTER FRAUD PERFORMANCE INDICATORS 2013/14

COST

| DESCRIPTION | TARGET | ACTUAL |
|---|------------------------------|--------|
| Ensure the cost of the counter fraud service is proportionate to the actual monies recovered. | To be implemented in 2014/15 | |

STAFF PRODUCTIVITY

| DESCRIPTION | TARGET | ACTUAL |
|---|--------------------------|--------|
| Maximise the staff days available after deducting leave and bank holidays, to spend on counter fraud related tasks. | 85% of total days | |
| Minimise the days lost annually per team member to sickness absence. | Less than 5 days per FTE | |
| Ensure cases are being processed efficiently to maximise the number of investigations undertaken, by monitoring: | | |
| <ul style="list-style-type: none"> • the mean average number of investigation cases per investigator | | |
| <ul style="list-style-type: none"> • the mean average complexity of cases. | | |

OPERATING ARRANGEMENTS

| DESCRIPTION | TARGET | ACTUAL |
|---|------------------------|--------|
| Corporate Anti Fraud Culture | | |
| The Council's operates counter fraud arrangements as defined by Fighting Fraud Locally, the National Fraud Strategy for Local Government. | Substantial compliance | |

ANNEX 2 TO THE CORPORATE COUNTER FRAUD PLAN

| DESCRIPTION | TARGET | ACTUAL |
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Counter Fraud Team Quality of Work

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| Investigation files are produced to the required quality standards with no breaches of legislative procedural requirements. | 95% of those sample checked / reviewed | |
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Investigation Outcomes

| DESCRIPTION | TARGET | ACTUAL |
|-------------|--------|--------|
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Housing Benefits

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| Investigate sufficient cases to meet the Department for Works and Pensions requirements. | 200 | |
| Deliver sufficient sactions (prosecutions, admin penalties and cautions) to meet the Department for Works and Pensions requirements. | 50 | |

Housing Tenancy Fraud

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| Recover properties as a result of investigations in conjunction with South Essex Homes or other social housing providers. | 20 | |
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Impact

Client Satisfaction

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| Deliver investigations that clients consider to be timely, professional delivered, well communicated, that also made useful and practical recommendations that added value to the service. | 90% of the surveys are scored as good overall | |
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Improving System Controls

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| Identify opportunities to mitigate risks by strengthening controls and confirm that services have implemented recommendations made within the agreed timescales. | | Refer to Summary Report |
|--|--|-------------------------|