

## Appendix 1: Performance Framework

The bi-annual updates (in November and March) to the Accounts Audit & Risk Committee will include a Service & Resource update, an update against the annual Counter Fraud Plan and the following performance indicators.

| CF Objective:   | How  | Measure   |
|---|--|---|
| To log, investigate and close down fraud referrals and cases on a timely basis                  | Add new cases in OPUS (the fraud case management system) – complete investigation – close down.  | No. new cases YTD and previous f/y<br><br>No. open cases total (broken down by FY)  |
| To recover costs and funds where possible; to prevent future losses; to apply relevant sanction | Sanctions will be pursued where fraud or overpayment is proven; repayments requested; fines applied<br><br>Investigation costs will be allocated for cases going to Court.<br><br>Hours spent per case (for cases likely to go to prosecution) will be recorded on OPUS<br><br>Loss, recovery and prevented loss values will be recorded in OPUS | Figures on the financial loss; recovery; prevented loss figures per case for last 6 months.<br><br>Outcomes: No. prosecutions; dismissals; warning letters issued etc for last 6 months.<br><br>Cases to note |
| To identify control weaknesses / exposures and lessons learnt for the Service to address        | Investigation Reports (includes control weaknesses, lessons learnt and recommendations)<br><br>Actions for CF to take forward eg fraud training, will be covered under the Fraud RR.   | No. Investigation Reports issued in 6-month period<br><br>Narrative: added value examples for last 6 months   |

| <b>CF Objective:</b>                             | <b>How</b>  | <b>Measure</b>   |
|--|---|--|
| To undertake proactive and preventive fraud work | Fraud Training<br>Fraud Comms<br>Data matching<br>NFI<br>Fraud Risk Assessments<br>Proactive Reviews<br><br>National fraud developments<br><br>Participating in fraud networks and training | Figures and narrative on:<br>Fraud trainings delivered<br>Fraud comms issued<br>Proactive reviews<br><br>Update on data matching/NFI work<br><br>Update on the Fraud Risk Register, with any new or emerging fraud risks nationally or locally. And any narrative on participation in fraud networks, meetings, trainings, or any other partnership working initiatives. |