

Internal Audit & Counter Fraud Shared Service
Medway Council & Gravesham Borough Council

Counter Fraud Satisfaction Survey 2025

Medway Council

1 Introduction

- 1.1 The Internal Audit & Counter Fraud Shared Service was established on 1 March 2016 to provide internal audit assurance and consultancy, proactive counter fraud and reactive investigation services to Medway Council & Gravesham Borough Council.
- 1.2 As part of our commitment to continually improve the Service, surveys are undertaken annually to gauge the level of satisfaction from client services. These surveys are issued to all council employees and elected Members.

2 Executive Summary

- 2.1 The level of response to the survey has increased with 112 responses, compared to 37 in 2024 and 88 in 2023; however, this is still well below the 200 received for the first survey in 2022. There was a good spread across all divisions of the council, although again none were received from elected Members. The results show improvements on previous years in some areas but a decline in others, with results relating to fraud awareness particularly disappointing given the number of sessions made available to staff via iShare and the efforts to have these publicised.
- 2.2 Of the 112 responses received, 89 (79.5%) were aware of the council's counter fraud and corruption strategy, but only 43 (38.4%) had seen/read it. In addition, 14 (12.5%) provided a negative response when asked about their awareness of the Counter Fraud Team and the services available, and 81 (72.3%) indicated that they have not had any fraud awareness training in the last twelve months.
- 2.3 These results, and those of previous years, demonstrate a clear need for the strategy to be promoted more and we will look to publish this via Meta Compliance once the latest review is completed, which will help to raise awareness of the team and its services. The high number of respondents indicating that they have not had any training in the last 12 months is extremely disappointing given that sessions were made available on a monthly basis and were publicised by Workforce Development; the majority having to be cancelled due to lack of sign up. There is still a clear desire from staff to have the training with 62 (55.4%) indicating it would be of benefit to their service/team. We are currently exploring options for a digital solution that could be mandatory for all staff to improve reach.
- 2.4 While there has been an increase in the number of people saying they know what concerns can be reported to the fraud team, seven of the 14 areas where the fraud team may be called upon to investigate showed a decrease in the percentage of people aware that things could be reported. This may simply be due to a lack of knowledge outside their own area of work, but the fact that the percentage of respondents indicating that they do not know how to report their concerns remains at around 42% remains a concern and is probably linked to the lack of awareness training attendance. As with previous years, the low number of respondents (24) confirming they had reported concerns to the team in the last twelve months could indicate that potential fraud is going unreported purely because people do not know how to report it.
- 2.5 The core principles adopted by the team were expressed as statements with respondents asked to indicate how much they agreed the team demonstrated compliance. The vast majority of respondents provided positive responses, but there were still some negative responses and an increase in the number of strongly disagree responses on all statements, the largest (6) being in relation to the statement 'Is in the right part of the Council and has enough resources to effectively carry out its role'. Those providing negative statements were asked to explain why, and 13 of the 21 comments received were focused on our level of resources and how it wasn't sufficient to address the problem of fraud.
- 2.6 Overall, the satisfaction with services available received a neutral score, with an average of 7.22 out of ten but the 33 who had received services from counter fraud within the previous twelve months gave an average score of 8.61 out of ten with positive feedback in 81.8% of responses and neutral scores in the remaining 18.2%. This is an improvement on 2024 but still below our target of 90% positive satisfaction.

3 Survey Results

3.1 The survey was designed to focus on five key areas, which are listed below,

- Awareness of available services and the Counter Fraud Team,
- Fraud Awareness,
- Counter Fraud activity,
- Compliance with core principles/values, and
- Overall Satisfaction with the Counter Fraud Team.

3.2 Where practical, statistics from the surveys undertaken in 2023 and 2024 have been included for comparison purposes, although in some cases questions may have been added/removed as the surveys were refined. Any new questions added are marked with an asterisk to reflect that not all previous year data is available.

3.3 There were 37 responses on behalf of Medway, compared to 37 in 2024 and 88 in 2023, and a breakdown of the respondent's roles and the area of the council they work in are shown in the tables below.

Role	Number of respondents 2023	Number of respondents 2024	Number of respondents 2025
Chief Executive / Director / Assistant Director / Chief Officer / Strategic Service Manager	4	1	11
*Service Manager	N/A	3	38
Other Manager / Supervisor / Team Leader	23	7	23
Other Council Employee	61	26	40
Elected Member	0	0	0
Total	88	37	112

*Service Manager moved to its own heading for 2024

Division	Number of respondents 2023	Number of respondents 2024	Number of respondents 2025
Adults	6	4	16
Childrens	12	3	16
Communications	1	1	2
Culture & Communities	6	4	9
Education	7	2	4
Finance & Business Improvement	18	9	23
Front Line Services	8	4	11
HR	5	N/A	N/A
Legal & Governance	4	2	8
Public Health	6	4	8
Regeneration	12	4	15
N/A - Elected Member	3	0	0
Total	88	37	112

3.4 It should be noted that not all respondents have answered all questions, so the detailed results that follow are not all based upon 112 responses. Analysis of the results are also expressed in percentage terms as well as number to try and provide some reasonable comparison, but it is acknowledged that the significant variation in the level of responses each year will have an impact on results.

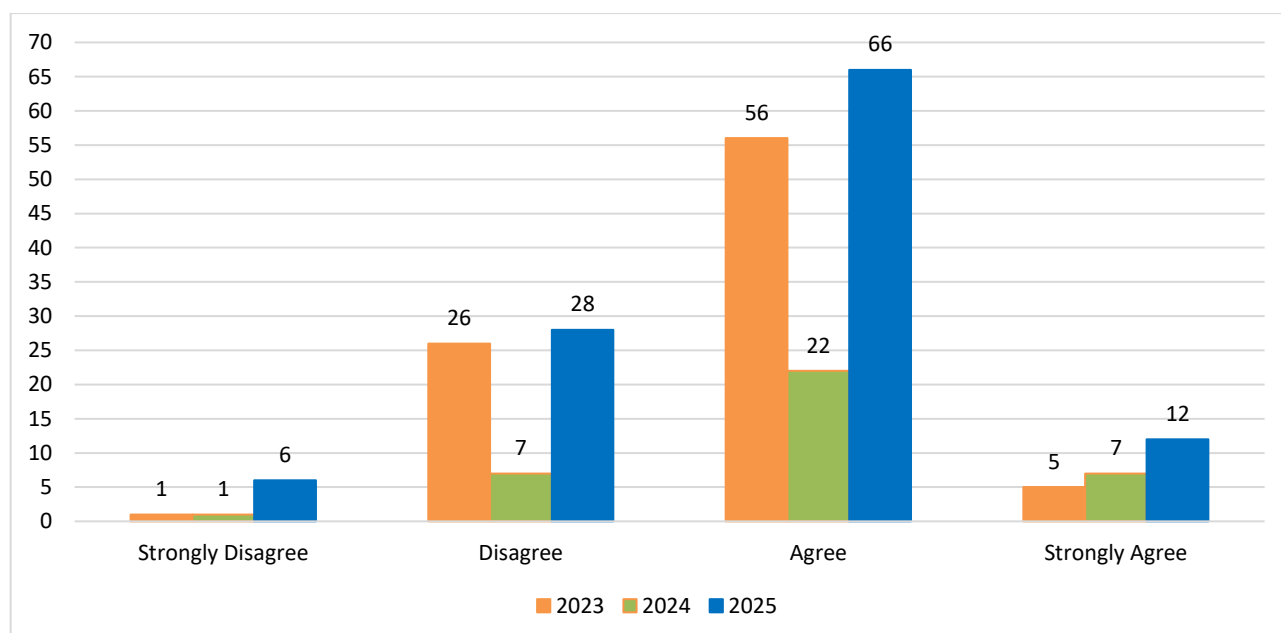
Awareness of available services and the Counter Fraud Team

- 3.5 The work undertaken by the Counter Fraud Team is underpinned by the council's counter fraud and corruption strategy. Respondents were asked the following,

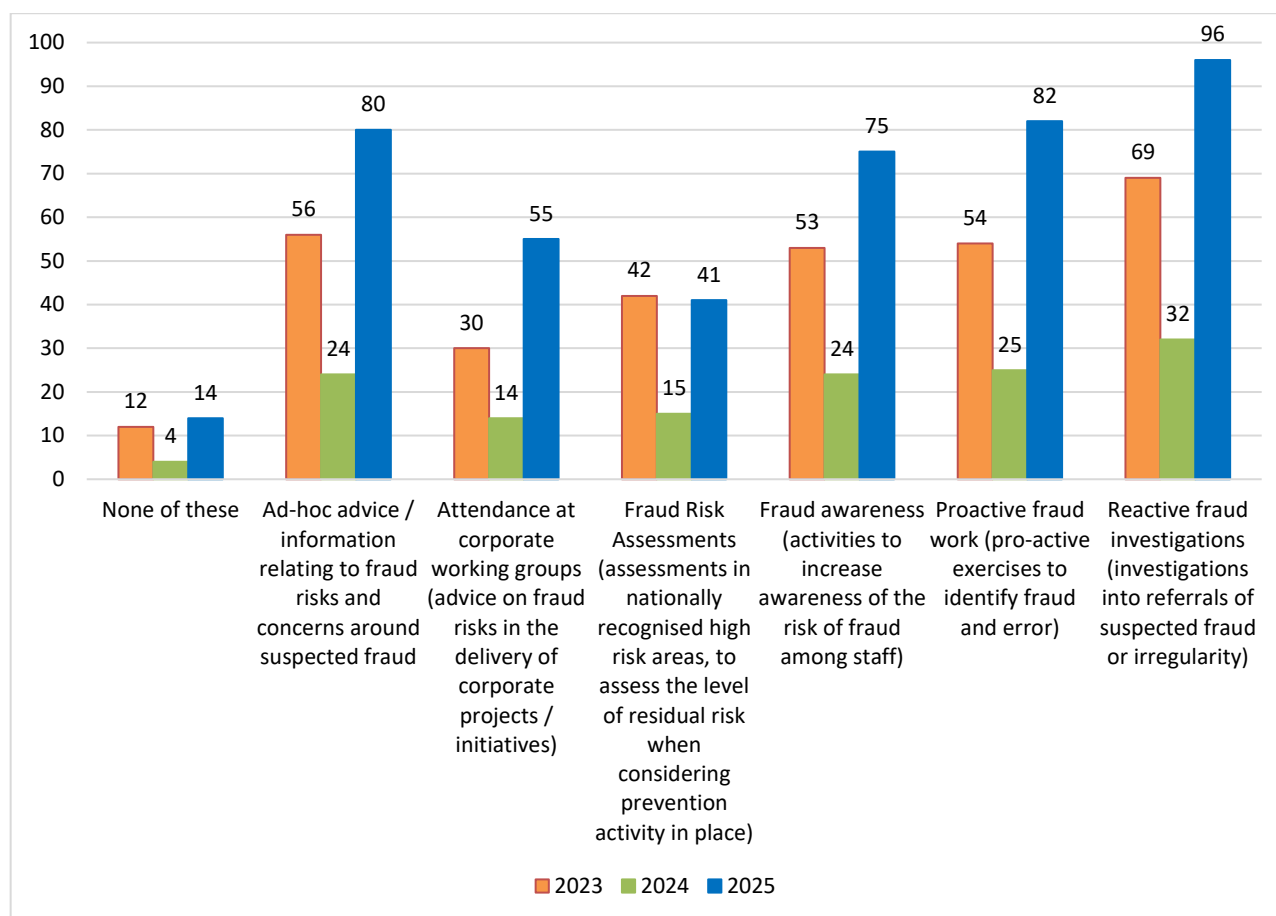
Question: Were you aware that the council has a Counter Fraud & Corruption Strategy?	Number of respondents 2023	Number of respondents 2024	Number of respondents 2025
Yes	61	30	89
No	27	7	23

Question: Have you seen / read the Counter Fraud & Corruption Strategy?	Number of respondents 2023	Number of respondents 2024	Number of respondents 2025
Yes	20	12	43
No	68	25	46

- 3.6 In percentage terms, awareness of the counter fraud and corruption strategy has dropped slightly, with 79% confirming they were aware of it, compared to 81% in 2024 and 69.3% in 2023. The number of respondents who have seen/read the strategy has improved on previous years at 48%, compared to 32% in 2024 and 22% in 2023.
- 3.7 Although there are some improvements, it is clear that further work is needed to make staff aware of the council's strategy, which need to be distributed via Meta Compliance.
- 3.8 Several questions were asked aimed at identifying whether respondents had a good understanding of the role of counter fraud and their services.
- 3.9 Respondents were asked: How much do you agree that you have a good understanding of the role of the Counter Fraud Team?
- 3.10 The results show that 12 (11%) strongly agreed, and 66 (59%) agreed that they had a good understanding of the role of counter fraud. However, 28 (25%) disagreed and six (5%) strongly disagreed. Overall, this shows 70% of respondents with a good understanding, in comparison to 78% overall in 2024 and 70% overall in 2023.



3.11 Respondents were provided with a list of services and were asked to indicate which of the services they were aware that counter fraud provided.



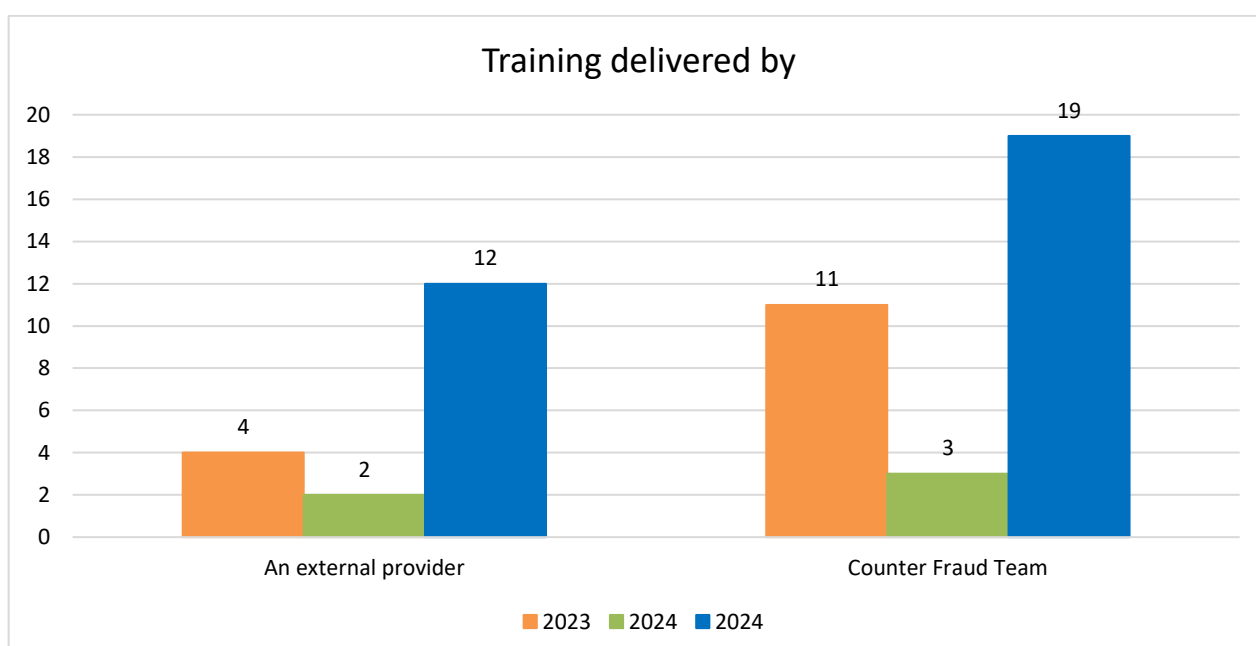
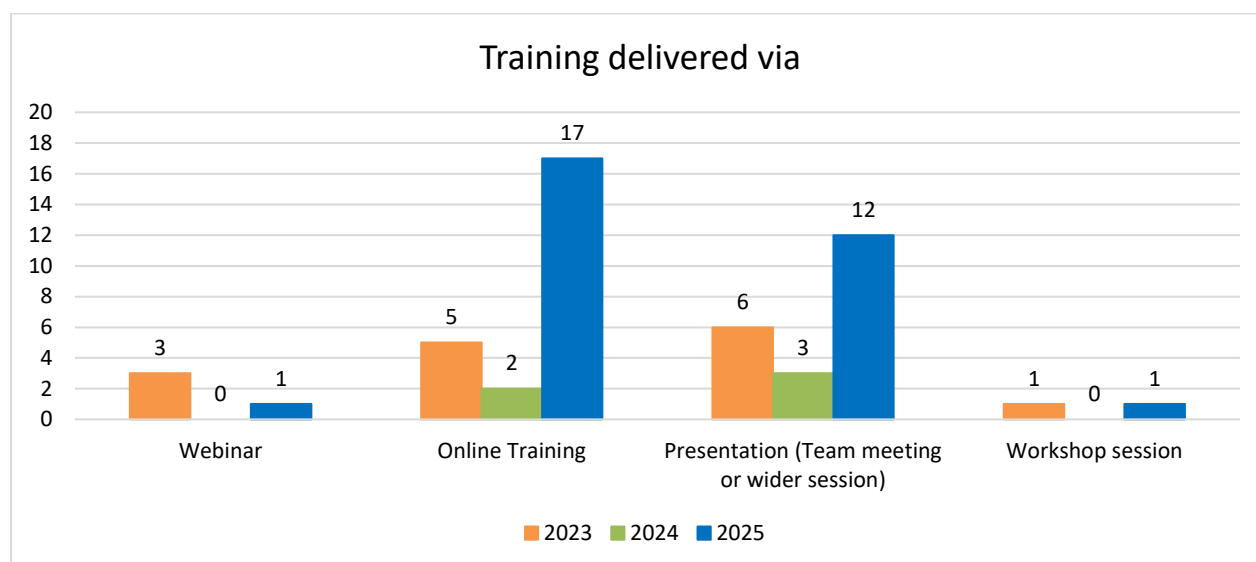
Awareness of Services	Number of respondents 2023	Number of respondents 2024	Number of respondents 2025
None of these	13.6% ↓	10.8% ↓	12.5% ↑
Ad-hoc advice / information relating to fraud risks and concerns around suspected fraud	63.6% ↑	64.9% ↑	71.4% ↑
Attendance at corporate working groups (advice on fraud risks in the delivery of corporate projects / initiatives)	34.1% ↑	37.8% ↑	49.1% ↑
Fraud Risk Assessments (assessments in nationally recognised high-risk areas, to assess the level of residual risk when considering prevention activity in place)	47.7% ↑	40.5% ↓	36.6% ↓
Fraud awareness (activities to increase awareness of the risk of fraud among staff)	60.2% ↑	64.9% ↑	67.0% ↑
Proactive fraud work (pro-active exercises to identify fraud and error)	61.4% ↑	67.6% ↑	73.2% ↑
Reactive fraud investigations (investigations into referrals of suspected fraud or irregularity)	78.4% ↑	86.5% ↑	85.7% ↓

3.12 Awareness of most services has increased continually since 2022, although this year has seen a slight increase in the number of people stating they are not aware of any of the services, a slight reduction in the number of people aware of reactive investigations and a decrease for a second year running in the number of people aware of the fraud risk assessment service, which may be partly down to the fact this is dealt with at a strategic level.

Fraud Awareness

- 3.13 As well as awareness of the service, it is important that staff across the organisation have a good understanding of fraud risks within their own services and the organisation as a whole, and how this potentially impacts on the council's ability to deliver services.
- 3.14 During 2023-24 there was a heavy focus on fraud awareness activity, with the team attending various team meetings for introductory sessions, as well as running specific fraud awareness sessions. Generic sessions continued to be made available throughout 2024-25, although many of these sessions were unfortunately cancelled due to a lack of sign up. A number of sessions were delivered as part of the Complete Medway Manager training programme.
- 3.15 The next series of questions were centred specifically around whether the respondents had had any fraud awareness training, who it was delivered by and how it had been delivered, to try and gauge a general level of awareness across the organisation.

Question: Have you had any fraud awareness training in the last twelve months?	Number of respondents 2023	Number of respondents 2024	Number of respondents 2025
Yes	15	5	31
No	73	32	81



3.16 Respondents were then asked whether they felt their service would benefit from awareness training.

Question: Do you feel that you / your team / service would benefit from fraud awareness training?	Number of respondents 2023	Number of respondents 2024	Number of respondents 2025
Yes	47	25	62
No	41	12	50

3.17 It is disappointing that the majority (72%) of respondents advised that they had not had any awareness training in the last 12 months, despite the fact sessions were available monthly. As so many had to be cancelled due to lack of sign it, it is however not that surprising.

3.18 Generic awareness sessions continue to be available on a quarterly basis and the team continue to pro-actively try and engage with services to arrange specific sessions for their areas of risk. A large number of respondents have indicated that their team/service may benefit from awareness training, so the team will contact those teams to follow up on this, as they have done following previous surveys.

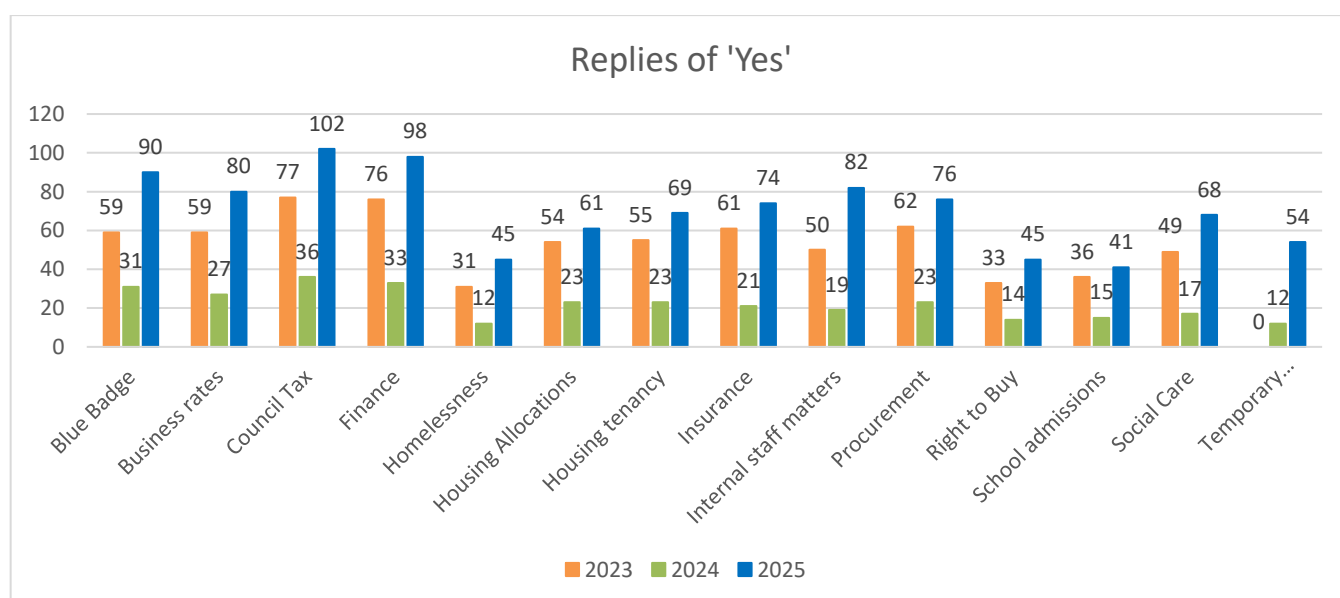
Counter Fraud Activity

3.19 The vigilance of staff is key to identifying potential fraud and concerns should be reported to the Counter Fraud Team for consideration of investigation. A series of questions were asked to establish the level of understanding around what could be reported, and for those that had reported concerns in the past, whether feedback had been received.

3.20 Respondents were first asked questions to determine their understanding of what concerns could be reported.

Question: Are you satisfied that you know what type of concerns can be reported to the Counter Fraud Team?	Number of respondents 2023	Number of respondents 2024	Number of respondents 2025
Yes	52	21	81
No	36	16	28

3.21 Respondents were then provided with a list of areas that the Counter Fraud Team may be called upon to investigate fraud / irregularity and asked to indicate which, if any, of them they were aware of prior to the survey.



Area	Yes - 2023	Yes - 2024	Yes - 2024
Blue Badge	67.0% ↑	83.8% ↑	80.4% ↓
Business rates	67.0% ↑	73.0% ↑	71.4% ↓
Council Tax	87.5% ↑	97.3% ↑	91.1% ↓
Finance	86.4% ↑	89.2% ↑	87.5% ↓
Homelessness	35.2% ↑	32.4% ↓	40.2% ↑
Housing Allocations	61.4% ↑	62.2% ↑	54.5% ↓
Housing tenancy	62.5% ↑	62.2% ↓	61.6% ↓
Insurance	69.3% ↑	56.8% ↓	66.1% ↑
Internal staff matters	56.8% ↑	51.4% ↓	73.2% ↑
Procurement	70.5% ↑	62.2% ↓	67.9% ↑
Right to Buy	37.5% ↑	37.8% ↑	40.2% ↑
School admissions	40.9% ↑	40.5% ↓	36.6% ↓
Social Care	55.7% ↑	45.9% ↓	60.7% ↑
Temporary Accommodation (new for 2024)	N/A	32.4%	48.2% ↑

- 3.22 Despite 74% indicating they feel satisfied they know what type of concerns can be reported to the Counter Fraud Team, when asked about knowledge of areas where the Counter Fraud Team investigate concerns, there has been a decrease in the percentage of people replying yes in half of the 14 areas listed. This is a similar picture to the previous year although only two areas have a year-on-year decline.
- 3.23 Given the limited number of respondents who have attended awareness training, the apparent lack of understanding of what can be investigated is perhaps not surprising.
- 3.24 As identified in previous years, it is possible that many have a good understanding of what can be reported in their own area of business but not the wider council. Fraud awareness training is likely to improve this but while it is not mandatory, we cannot guarantee reaching the whole organisation.

Question: Do you know how to report concerns / suspicions of fraud / irregularity to the Counter Fraud Team?	Number of respondents 2023	Number of respondents 2024	Number of respondents 2025
Yes	39	22	66
No	49	15	46

Question: Over the last twelve months have you reported any concerns / suspicions of fraud / irregularity to the Counter Fraud Team?	Number of respondents 2023	Number of respondents 2024	Number of respondents 2025
Yes	9	11	24
No	79	26	88

- 3.25 59% of respondents confirmed they knew how to report their concerns, compared with 59.5% in 2024 and 44.3% in 2023, although the number of people who have reported concerns has more than doubled on the previous year. The increase in people taking the time to report concerns is positive, however, the inconsistency in awareness of what can be reported still leaves a risk that some potential fraud may be going unreported.
- 3.26 As mentioned in the previous section relating to fraud awareness, the team continue to offer awareness training but as this is not mandatory, reaching all parts of the organisation is not guaranteed.
- 3.27 For those that had reported concerns further questions were asked about how they did so, and the feedback received.

Question: Did you receive feedback in relation to your referral? (Within the limits of what is permitted to be disclosed)	Number of respondents 2023	Number of respondents 2024	Number of respondents 2025
Yes	5	7	20
No	4	4	4

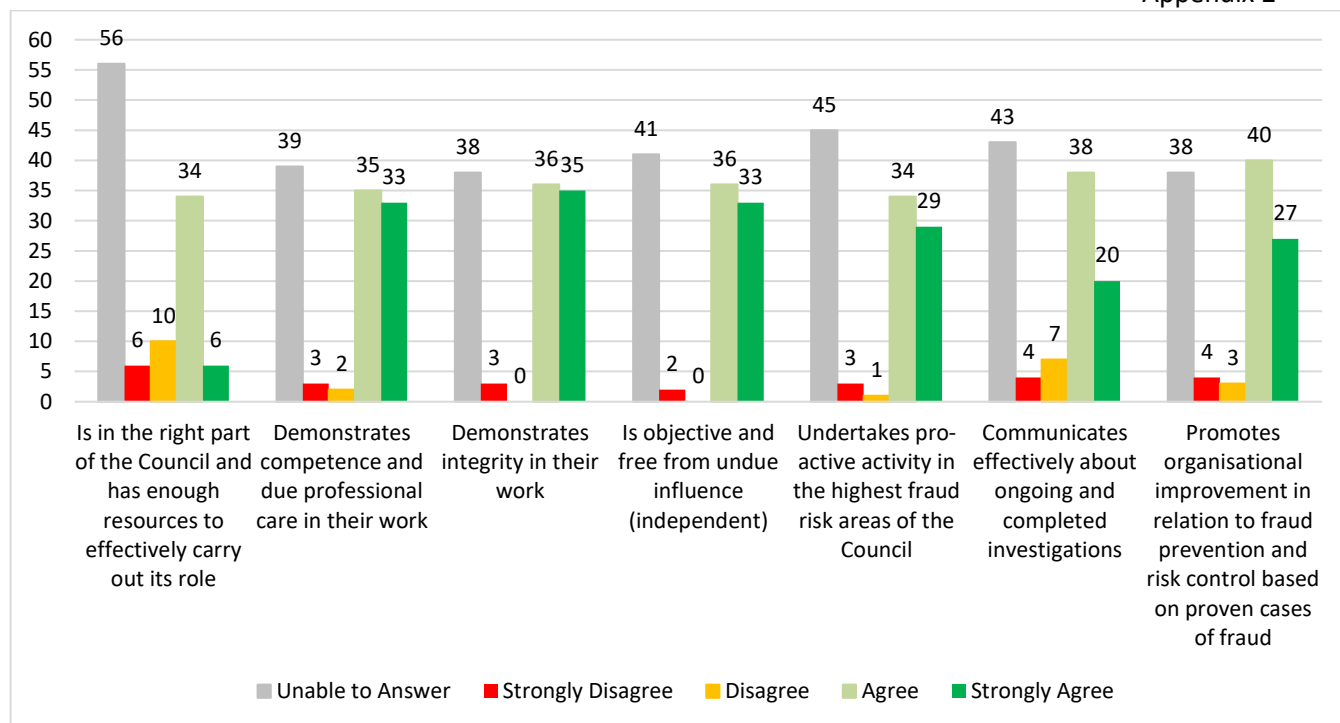
Question: If Yes, had you specifically requested such feedback?	Number of respondents 2023	Number of respondents 2024	Number of respondents 2025
Yes	2	5	6
No	3	2	14

Question: Even if you hadn't specifically requested it, would you have expected to receive feedback in relation to your referral? (Within the limits of what is permitted to be disclosed)?	Number of respondents 2023	Number of respondents 2024	Number of respondents 2025
Yes	7	10	15
No	2	1	9

- 3.28 We continue to improve communications about referrals and the results show the steps we have taken in relation to how we deal with this have given us continued improvement. We still appear to be being missing some feedback, although it is unknown whether these referrals relate to suspected housing benefit fraud that have been passed to the Department for Work and Pensions, and we do not have access to their systems to be able to provide feedback in those instances.

Compliance with Core Principles

- 3.29 The Chartered Institute of Internal Auditors (IIA) specify ten core principles that internal audit teams must comply with at all times. While these are not directly applicable to the Counter Fraud Team, a number of those principles have been adopted (with some minor change as necessary) by the Counter Fraud Team.
- 3.30 These principles were expressed as statements in the 2023 and 2024 surveys and respondents were asked to confirm to what extent they agreed or disagreed with each statement. For the 2025 survey, the same statements were provided, and respondents were again asked to confirm to what extent they agreed or disagreed with each statement. However, in response to earlier feedback, an option of 'unable to answer' was added for 2025 for those who did not feel they knew enough about the service to provide a response. Respondents who disagreed, or strongly disagreed, with any of the statements were asked to explain why, so that the service can better understand what action they may need to take in order to improve.



3.31 As in previous years, a large number of respondents provided positive responses in relation to all seven statements. For each statement, a significant number have also said they are unable to answer, which given the increased number of respondents is perhaps expected. However, there were still negative responses in relation to all seven statements, so a further analysis has been undertaken, which is detailed in the table below.

Statement	Disagree 2023	Disagree 2024	Disagree 2024	Strongly Disagree 2023	Strongly Disagree 2024	Strongly Disagree 2025
Is in the right part of the Council and has enough resources to effectively carry out its role	18 ↑	9 ↓	10 ↑	2 ↓	1 ↓	6 ↑
Demonstrates competence and due professional care in their work	6 ↑	2 ↓	2 ↔	0 ↓	1 ↑	3 ↑
Demonstrates integrity in their work	6 ↑	2 ↓	0 ↓	0 ↓	1 ↑	3 ↑
Is objective and free from undue influence (independent)	8 ↑	3 ↓	0 ↓	0 ↓	1 ↑	2 ↑
Undertakes pro-active activity in the highest fraud risk areas of the Council	12 ↑	6 ↓	1 ↓	0 ↓	1 ↑	3 ↑
Communicates effectively about ongoing and completed investigations	27 ↑	7 ↓	7 ↔	3 ↓	3 ↔	4 ↑
Promotes organisational improvement in relation to fraud prevention and risk control based on proven cases of fraud	22 ↑	8 ↓	3 ↓	1 ↓	2 ↑	4 ↑

- 3.32 The analysis shows mixed results with a drop in the number of people disagreeing with the statements but an increase in the numbers strongly disagreeing across all statements.
- 3.33 As noted in paragraph 3.31, those responding with disagree or strongly disagree were asked to explain their reasons and around 30 comments were received, although removing those who simply said they did not feel they could answer reduces this to 21. Of those, 13 related to comments about the amount of resource available:
- Due to the financial pressures and constraints at Medway Council, I feel that if we had more fraud officers we could carry out more targeted/pro-active work to identify fraud which could have a positive impact on budgets and spread the word that Medway Council takes action on fraudsters. Consideration should be given to other areas in which fraud occurs which the team can't currently undertake. The local communities know that Medway Council is stretched, so that tells the story that we won't/don't have sufficient resources to catch people out.
 - As well as the fraud element, it would be good to have more investigating officers so that when they make recommendations in a HR Investigation, that they are able to give thorough and comprehensive suggestions for improvement - such as policy and procedure change (both in terms of changing the rules and how we do things - but also the wording on these documents to make things clearer and less ambiguous). This is a clear way in which we can learn from 'mistakes'/'problems'/'loopholes'. Also, a way in which where officers fall short with regards to performance and behaviour expectations, we can take robust action to sanction where appropriate, but also to hold managers to account for any actions or non-actions which have contributed to the poor performance or conduct of the officer. Outcomes of HR Investigations need to be seen as an opportunity to learn about what is going right and what is going wrong in the organisation. And by dedicating more resources to investigations means that we can reflect on our practices and make improvements so that all employees and prospective employees know that we are a good place to work, thereby increasing retention of employees.
 - I don't think the team is big enough to take on the organisation's fraud risks. I have worked with those who do HR investigations but not seen anything advertised regarding the fraud investigation work of the team.
 - I believe the teams resources should be increased to focus on different areas. I have not seen any advertisements regarding the teams works and their successes. I have seen KCC advertise social care fraud successes. As the team is only small and take on fraud and internal investigations, they need more to protect the organisation in an ever-increasing area of risk.
 - An increase of counter fraud officers to assist with investigations and proactive exercises.
 - Don't think you can ever have too many people exploring fraud as it's an increasing concern in the workplace and at home.
 - Nikki and her team do an outstanding job, but they simply need more resources to really tackle the problem of fraud. With the current team, working across two organisations they do their best, but barely touching the surface. The team as a whole are so knowledgeable, engaging and really want to get out reducing fraud against us, but they can't do everything, which means Medway Council are open to fraud.
 - The disagreement was more about resource. I don't know for certain, but I would have general assumptions about resource available to local authorities which applies to most teams.
 - Not enough of the team to get embedded into the organisation. I've only met the HR investigators due to the work they have done for us. Great swift work, but is there fraud in social work?
 - I believe the team is in the right place, in relation to whether there are enough resources to carry out the role I know the team have had difficulties recruiting and that it is likely there are not enough staff to carry out everything the team would like to do.
 - With fraud being a growing area of concern globally, why do we have such a small team??
 - When you refer things to them, they just don't have capacity to investigate even majority of the concerns we raise. I don't think they joint work with DWP anymore because the team have to consider how much an investigation costs. With CTR just being the main benefit, I can see why they don't joint work.
 - There is more we could do with more resource, not a reflection on current work rate or coverage.

3.34 There were however other comments that suggested areas for improvement or reflected negative experiences.

- More publicity required for public and staff on being proactive and increase capacity to investigate/expose fraud
- Promotes organisational improvement - no central, regularly updated register of interests for staff is held. When raised with counter fraud team, was informed this is down to services to sort and maintain. Should be modelled and required corporately and led by counter fraud
- From my experience communicating and interacting. Have seen displayed all values, other than fraud awareness
- Some investigations carried out have been poorly planned and thus too slow, some of the inferences drawn from the evidence lacked experience and were thus naive.
- A recent investigation I was involved with was poorly communicated but I am unsure whether that should have been through HR or your team.
- The Counter Fraud Team have a low profile, and I imagine most staff do not know they even exist.
- This was in relation to an internal HR investigation which I (as the manager of the 'victim') do not believe was conducted professionally or competently and communication was very poor
- Haven't seen any communications to support these statements
- As a new starter, I have not seen or received or located any comms around counter fraud teams. I am unable to specify either way due no reading of any information regards the Counter Fraud Team

3.35 Based on the comments, a significant proportion of the negative statements are not a reflection of poor service from the team, but an acknowledgement that they could perhaps achieve more with a greater level of resource.

3.36 We do of course acknowledge that we do not always get everything right and disappointingly the respondents who have noted negative experiences have not left their names to enable us to contact them for further information and it would not be appropriate for us to make assumptions about who these may be from.

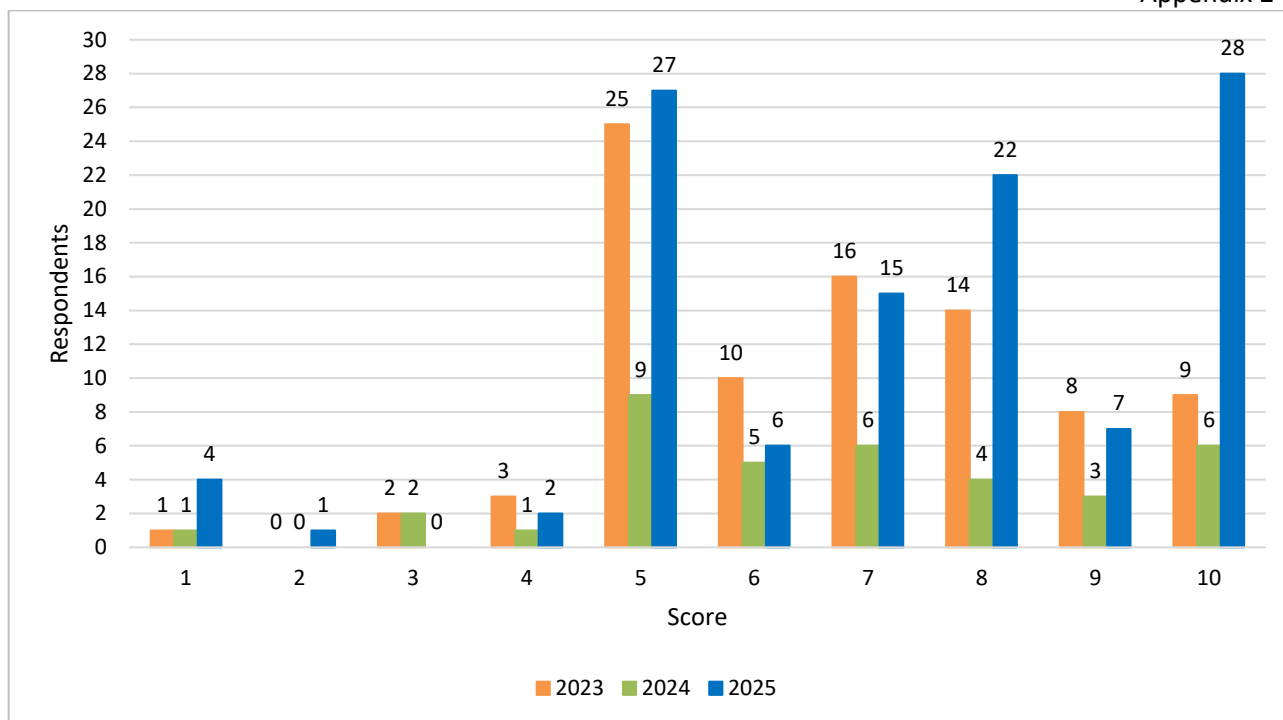
3.37 We are aware that some cases dealt with when the investigation of internal matters transferred to the Counter Fraud Team did not run as smoothly as we would have liked, with some individuals not happy with the outcomes and some small breakdowns in communication. As with any new process, there is always the potential for 'teething problems' and we have been working closely with HR colleagues to improve the processes and clarify which elements of overall internal investigation are the responsibility of the investigating officers and those that are the responsibility of HR, with a view to ensuring that investigations are of high quality and communication breakdowns are minimised.

3.38 It is also noted from these comments that the profile of the team and awareness of what it does also needs to be increased, perhaps with greater publicity of successful cases or activity, which we have already started to do with the press release on recent blue badge enforcement activity.

Overall Satisfaction with Counter Fraud

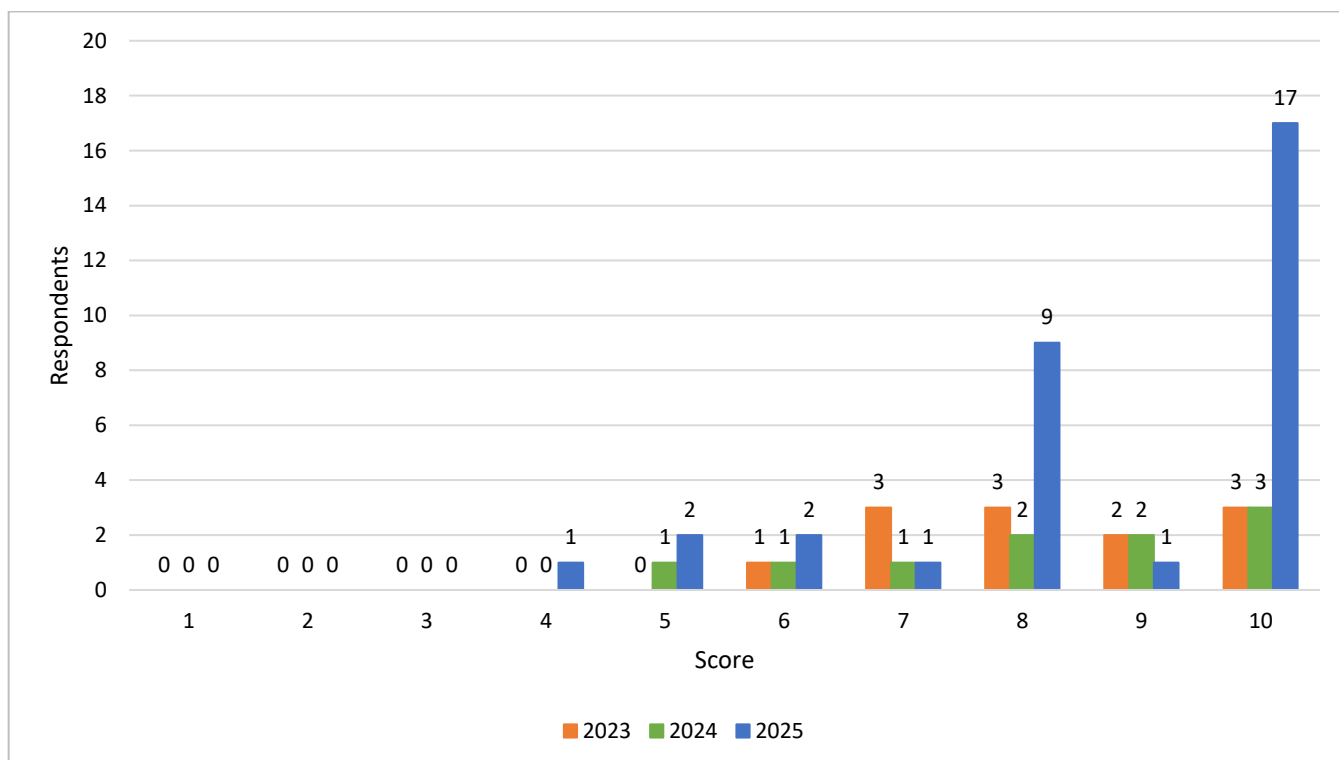
3.39 Questions relating to overall satisfaction asked respondents to score from one (completely dissatisfied) to ten (completely satisfied). Any scores of eight or above are considered to be positive satisfaction.

3.40 As it was possible that not all respondents would have interacted with Counter Fraud during the previous 12 months, respondents were first asked to provide a satisfaction score in relation to the support and services that are available from counter fraud. The scores from 2023, 2024 and 2025 have been provided for comparison.



3.41 The average score across the 112 respondents was 7.22 and represents positive satisfaction from 50.9% of the responses received. This is in comparison to an average score of 6.68 and positive satisfaction of 35.1% from the 37 responses received in 2024 and an average score of 6.70 and positive satisfaction of 35% from the 88 responses received in 2023.

3.42 The 33 respondents who confirmed having received services from counter fraud in the last 12 months were asked to score their overall satisfaction with the service received.



3.43 Scores ranged from four to ten, giving an average score of 8.61 and representing positive satisfaction from 81.8% of the responses received. This is compared to an average of 8.20 out of ten and positive satisfaction of 70% from the ten responses received in 2024 and an average score of 8.25 out of ten and positive satisfaction of 66.7% from the 12 responses received in 2023.

- 3.44 Respondents were asked to identify which area of work the service they received related to, in order to assess where improvements may be required in the event low scores were received. It should be noted that some respondents selected more than one service when providing their score.

Area of Work	Number of respondents	Average Score
Introductory Session (CF team attending your team meeting)	4	9.5
Fraud Awareness Session	7	9.6
Fraud Risk Assessment	6	9.2
Fraud Investigation	21	8.5
Grievance/Disciplinary Investigation	14	8.6

- 3.45 Overall satisfaction has increased quite considerably and although a small number of people have given neutral scores of 4-7, there are no negative scores of 1-3, and the average scores in each of the four areas where respondents have received services are positive.

Other Feedback

- 3.46 At the conclusion of the survey respondents were asked: Do you have any other comments that may help us improve / develop the service?
- 3.47 The comments received have been grouped into compliments, which were all gratefully received, or suggestions for improvement, which have also been grouped where they relate to the same issue. A response from the Head of Internal Audit & Counter Fraud (HIACF) on behalf of the service has been included where appropriate.

Compliments

Comment Received: I wasn't aware that blue badge misuse was handled by the Counter Fraud Team until a case was passed to them by CABS. It was reassuring to discover Medway Council is able to investigate in this way.
Comment Received: The training session I received was excellent.
Comment Received: Having the Counter Fraud Team deal with staff matters removes awkwardness and potential difficulties for colleagues investigating staff within their service. Investigating Officers have produced high quality work and outcomes are reasonable. They also do the work a lot quicker than had any manager within the service undertaken the work themselves.
Comment Received: **** and her team are ever so accommodating to questions, feedback to referrals so we can learn on improvements and educate ourselves on what the team can and can't do internally.
Comment Received: HR Investigators do an outstandingly professional job. The investigations are undertaken with due care, they are thorough, and reports are clear. Hats off to them for doing that job, its one of the hardest in the organisation.
Comment Received: The team had an issue reported to them about one of our contracted providers, with suspected fraud. The team contacted me and the team and between us we resolved the issue. The Fraud Team were excellent in their work, professional, timely and balanced in approach
Comment Received: Even though the team has seen changes, they just get better — each of them brings something unique, and together they achieve amazing results. Keep up the fantastic work!

Suggestions

Comment Received: I wouldn't know where my first point of contact would be to report anything
Comment Received: An annual information webinar would help me to be more informed about this service. Online fraud is an area that I believe is growing.
Comment Received: WOULD BE GOOD TO HAVE A PRESENTATION OF THE WORK FRAUD DO
Comment Received: I would still want to meet someone from your department and discuss. that would be so wonderful.
Comment Received: Wider training and information across the service

Comment Received: Refresher courses
Comment Received: Unable to comment as I don't know much about the service. Understanding more about the service does it would be helpful so this can be shared with other services.
Comment Received: Get introductions of the team through team inductions and perhaps a sharepoint page providing updates or work and the team have delivered.
HIACF response: Information about fraud is published on Medspace, including contact details for the team and awareness training is available via iShare for all staff to attend, where they can gain a greater understanding of the threats fraud poses to the council.
Comment Received: I believe additional resources would safeguard the organisation better internally and externally. Maybe some expertise in cyber frauds is needed.
Comment Received: Employ more staff to capture the organisations frauds instead of focusing on internal staff. Maybe advertise your successes more.
Comment Received: Increase staffing, focus on all areas of fraud such as social care
Comment Received: Increasing the numbers of fraud officers will continue to protect the councils funds, reduce response time, recover losses more effectively and demonstrate a strong stance against fraud enhancing the public confidence.
HIACF response: As much as I would like to have more resource, we do not receive any central government funding, so any increase would have to be considered on a business case basis and approved by the corporate management teams of both councils in the partnership. It is however something I will be discussing with the S.151 Officers.
Comment Received: More publicity generally
Comment Received: Publicity from the fraud team would be welcome in the libraries, if thought appropriate, as we are a front-line service.
Comment Received: As the comms manager for revs and bens I could help promote the work you do and the successes you have
Comment Received: I think we can do more to promote the role of the team within the council as a whole, their successes and their services as well as externally. Nicky Ashby does a great job on LinkedIn and we should promote their work more.
Comment Received: They need to raise their profile
HIACF response: While we issue press releases on our successful cases, I acknowledge that we could do more to publicise some of our activity internally and increase our profile within the council, so we will engage with internal comms to discuss the best course of action for this.
Comment Received: I couldn't find the strategy that you refer to at the beginning of the questionnaire on the intranet
Comment Received: The link to the Counter Fraud and Corruption Strategy on the intranet page doesn't work
HIACF response: The CF&C Strategy is currently being updated to take into account some legislative changes. Once these are completed, it will be shared via Metacompliance and we will also ensure that links on Medspace are updated.