

## Audit and Assurance Committee

Date of Meeting	29 August 2023
Subject	Counter Fraud Highlight Report – Quarter 1 2023-24
Agenda No.	5
Prepared By	[redacted]
Purpose	Monitor

## Background

- 1.1 The attached report details key highlights of activities undertaken by Social Security Scotland's Counter Fraud Branch throughout Quarter 1 of 2023-24.

## Key Points

- 2.1 Key highlights are shared in the first part of the report.

## Conclusion/ Recommendation

- 3.1 The Committee is asked to review and comment on progress made during Quarter 1 of 2023-24.
- 3.2 The Committee is also invited to comment on the format and content of this first shorter highlight report, which will be produced at the end of Quarters 1 and 3 in our annual reporting cycle. A mid-year and an annual report will be produced at the end of Quarters 2 and 4 respectively.

## Key Highlights

- Development of the Fraud and Error IT Strategy, Service Design Business Roadmap and Target Operating Model Capabilities are all now complete, and have been signed off by senior stakeholders. This outlines the vision for development of the Counter Fraud Service to target state. Work to develop a Business Case to secure investment to deliver is at an early stage.
- The team have continued to support Programme Service Design with the identification and development of system requirements for procurement of new intelligence and case management systems. The Programme have invested in an additional Product Owner and team with a specific focus on fraud case management platforms.

- Police Scotland have arrested and charged a suspect with the reset of stolen IT equipment related to our investigation previously reported to the Committee – a report has now been sent to the Procurator Fiscal Service.
- We formally launched our Internet Intelligence and Investigation capability – dedicated staff have been through training to enable effective use of our new Longarm Open Source software. This enhances our effectiveness in finding intelligence from the internet (such as social media) and capturing this in a format which is accepted as evidence in court.
- First covert surveillance deployment was undertaken, with the objectives of the exercise met in full. Some issues were experienced with processing and storage of digital video recordings, these have been escalated for resolution to CDO and Service Design colleagues.
- A number of guidance gaps were identified as part of Fraud and Error risk analysis work. These are now being resolved by Live Service colleagues. They relate to guidance on non-residency, on who should be completing Funeral Support Payment claims, and to ensure that for claims to Child Disability Payment, that the same person is required to complete and sign both parts of the application.

## **Operational Performance**

[redacted]

## **Fraud and Error Risk Analysis**

[redacted]

## **External Investigations (Traditional Benefit Fraud)**

[redacted]