

Audit and Assurance Committee

Date of Meeting	20 August 2024
Subject	Counter Fraud Highlight Report – Quarter 1 2024-25
Agenda No.	
Paper No.	
Prepared By	Counter Fraud Branch, Fraud and Error Resolution
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 2024-25.

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 2024-25

Key Highlights

- Investigations concluded in Quarter 1 have secured a total corrective value REDACTED We expect to see momentum building in Quarter 2 and beyond as more of the current caseload reaches this stage.
- Our new Proactive Intelligence Analysis and Development function continues to be developed, building the foundations for much greater reliance on data analysis to generate fraud and error leads. REDACTED
- The replacement Fraud Case Management System will now be implemented and operational during Quarter 2, go-live was delayed due to technical challenges and peak leave impacting our plans to deliver training to our teams. Training and transition of data will commence in coming weeks.
- REDACTED
- REDACTED

Operational Performance

Intelligence Management

REDACTED CHART

Members of the public continue to be the source of the majority of our intelligence, however a significant proportion has come from external partners REDACTED This speaks to our efforts to raise awareness of our intelligence requirements across the wider community.

For Quarter 1 of 2024-25 the intelligence we received was in relation to the following benefits (Please note that one piece of intelligence can affect multiple benefits):

REDACTED CHART

REDACTED

REDACTED TABLE

Prioritisation Matrix

In an effort to improve efficiency the intelligence team introduced a Priorities Matrix in May. The team assess the quality and age of intelligence, and the potential monetary value of correction. REDACTED

Proactive Intelligence Analysis & Development

REDACTED

Fraud and Error Risk Analysis

REDACTED

External Investigations (Traditional Benefit Fraud)

REDACTED

REDACTED CHART

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED CHART

REDACTED CHART

REDACTED