

## Audit and Assurance Committee

<b>Date of Meeting</b>	14 November 2023
<b>Subject</b>	Counter Fraud Report – Quarter 2 2023-24
<b>Agenda No.</b>	4
<b>Prepared By</b>	[Redacted]
<b>Purpose</b>	Monitor

## Background

1.1 The attached report details counter fraud activities undertaken by Social Security Scotland's Counter Fraud Branch throughout Quarter 2 of 2023-24.

## Key Points

2.1 Volume of incoming intelligence has continued to increase significantly. Work has been ongoing to refine and adjust processes to increase capacity for intelligence development.

2.2 The corresponding volume of investigations initiated is continuing to increase, [Redacted]

2.3 Prevention work continues to be a high priority for the Counter Fraud Branch, and through close engagement with operational colleagues a number of potential frauds have been identified and prevented.

## Conclusion/ Recommendation

3.1 The Committee is asked to review and comment on progress made during Quarter 1 of 2023-24.

## Part 1: Counter Fraud Performance

### Key Highlights

- Development of the Fraud and Error IT Strategy, Fraud Service Design Business Roadmap and Counter Fraud Target Operating Model has been progressed and socialised with senior stakeholders.
- Progress continues towards procurement of a replacement Fraud Case Management System [Redacted]
- Receipt of fraud allegations continues to increase significantly, [Redacted]
- [Redacted]
- [Redacted]
- Investment in our internet investigation capability using [Redacted] delivering value.

## Performance Summary

### Fraud and Error Risk Analysis and Control

[Redacted]

#### Fraud Referrals from Colleagues – Improvements and Engagement

Following collaboration with the Intelligence Management Team, some changes were made to improve the quality and detail of incoming intelligence from operational colleagues. Extensive engagement on these changes followed, both with the Fraud Champions Network, and through an increased presence of Fraud and Error Risk Analysis and Control Officers physically situated amongst colleagues across all benefit teams. [Redacted]

#### Fraud and Error Risk Analysis

Throughout Quarter 2 the team have mainly been focussed on understanding the fraud and error risk profile for Carer Support Payment, for which pilot activity commences imminently. Key risks associated with [redacted]. We continue to monitor developments to gain early insights to potential risks and threats, and continue to work with teams to recommend mitigating controls.

Alongside this, work has been increasing in relation to the design development for Pension Age Disability Payment and Scottish Adult Disability Allowance, and there has been some ad-hoc collaborative working to identify continuous improvement opportunities to better mitigate fraud and error within the Low-Income Benefits.

### Intelligence Management & Development

[Redacted]

### Benefit Fraud Investigation

[Redacted]

[Redacted]

[Redacted]

[Redacted]