



## **Item 4.1**

### **Appendix 1**

# **Counter Fraud Benchmarking Performance Report**

23 June 2022

## Introduction

This report has been produced utilising All Wales Operational Performance Report data. The analysis undertaken takes the mean average for all NHS Wales Health Boards and Trusts. This is then compared against Health Board performance figures across areas considered to be key performance indicators.

The averages have been calculated utilising full year data for 2019/20, 2020/21 and 2021/22.

Analysis shows that the Health Board performs well against other NHS Organisations achieving figures consistently above the national average.

It is immediately apparent from the data that Covid has had an impact on performance numbers particularly during the height of the Pandemic in 2020/21; this was true for all NHS Organisations. There has been some recovery in 2021/22 but figures remain below those enjoyed in 2019/20.

The Table below represents Health Board figures relating to performance on investigations. The Health Board performs relatively consistently even accounting for Covid disruption. One area of concern is the referral rate for 2021/22.

Police community resolution was tracked from 2019/20 following more widespread implementation by Police as an option for out of court disposal.

Year	NHS Organisation	No of open cases as at start of year	No of referrals received	No of cases closed	No of open cases at end of period	Recoveries £	Sanctions				
							Criminal			Disciplinary	Civil
							Court Case	Police Caution	Police Community Resolution		
2019/20	CTM UHB	11	21	14	18	4706	1	0	0	2	3
2020/21	CTM UHB	18	9	14	13	28994	1	0	0	1	4
2021/22	CTM UHB	13	16	18	11	14555	1	0	0	0	6

Referral Rate	All Wales Avg.	CTMUHB
2019/20	16	21
2020/21	11	9
2021/22	19	16

The referral rate at the Health Board was healthy above average in 2019/20, this dipped below average in 2020/21 and whilst below the all Wales average in 2021/22 referrals increased 'post-covid' which is a good sign of recovery following that period of turbulence.

Case Closure Rate	All Wales Avg.	CTMUHB
2019/20	15	14
2020/21	16	14
2021/22	22	18

Investigation Progression Rate	Referrals Received	Cases Closed	Difference
2019/20	25	18	7
2020/21	19	36	-17
2021/22	12	10	2

It is important to track that investigations are progressing through the investigative cycle. It should be a cause for concern when cases build up as we may not necessarily have resources available to meet requirements to clear a backlog. In 2021/22 the Counter Fraud Team achieved a negative progression rate demonstrating good progress being made on in investigations to allow closure.

Sanctions	All Wales Avg.			CTMUHB		
	Criminal	Disciplinary	Civil	Criminal	Disciplinary	Civil
2019/20	1.6	3.0	4.2	1	2	3
2020/21	1.0	2.6	3.1	1	1	4
2021/22	0.2	5.8	4.4	1	0	6

The Health Board has performed well in securing sanctions as a result of investigative work and demonstrated consistency in application of sanctions over the last 3 years.

The tables below present data relating to the presentations delivered as part of the Counter Fraud Awareness Programme. Attendance at presentations dropped across NHS Wales Organisations in 2020/21 as focussed shifted to Covid response. There has been virtually no recovery from that position in the Health Board or across NHS Wales. Of particular concern is the average number of attendees to a training session which has decreased throughout 2020-2022.

Attendance as % of Staff Headcount	All Wales Avg.	CTM
2019/20	12%	4%
2020/21	4%	0.5%
2021/22	4%	1%

Number of Presentations	All Wales Avg.	CTM
2019/20	45	17
2020/21	13	5
2021/22	16	8

Average Attendance of a Presentation	All Wales Avg.	CTM
2019/20	29	25
2020/21	18	8
2021/22	15	6