Audit and Governance Committee 24 November 2020

Investigation Service Annual Report Appendix 3 – Counter Fraud Team Headline Risk Matrix

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| **Risk Description** | **Impact** | **Likelihood** | **Controls/Mitigation** | **Comments** |
| OCC Investigation casework subject to legal time bar due to unavailability of criminal interview facilities within St Aldates Chambers. | Moderate | High | Explore use of facilities at other organisations such as DWP & Police.  Adaptations to SAC interview room required to make it Covid safe. Perspex screen, ventilations, hand sanitiser stations, PPE, enhanced cleaning | Other organisations have limited availability or non-compliant facilities  Requested of Facilities in July 2020 & advised that ODG regularly reviewing SAC operating model |
| Decline in trading income due to reduced business development activity during Covid restricted operations  (new business) | Moderate | High | Devising & hosting the 5th Annual Fraud Conference to be held entirely online in November 2020. | Over 200 delegates expected with sponsorships from supplier organisations covering more than 100% of costs. |
| Decline in trading income due to partner organisations not renewing contracts  (existing business) | Moderate | Medium | Regular liaison & performance monitoring in place with contracted partner organisations. Requests for early indication of intentions prior to contract end date. Refreshing work plans to reprioritise efforts to revenue generating activity in light of Covid related financial pressures. | With new & emerging Covid related fraud risks, there is pressure on LA’s to ensure systems & services are robustly protected. This may influence renewal of contract with LA partners. |
| Staff retention | Major | Medium | Recent regrade of Investigation Officer role brings salary rate up to date & competitive with neighbouring authorities  Heightened awareness of staff morale & wellbeing during compulsory working from home period  Avoiding cuts to service through evidence of ongoing value for money service provision to OCC | Increased frequency of staff one to one meetings. Regular online team social events.  £4.7m additional revenue & prevented fraud losses in 2019-2020 |