

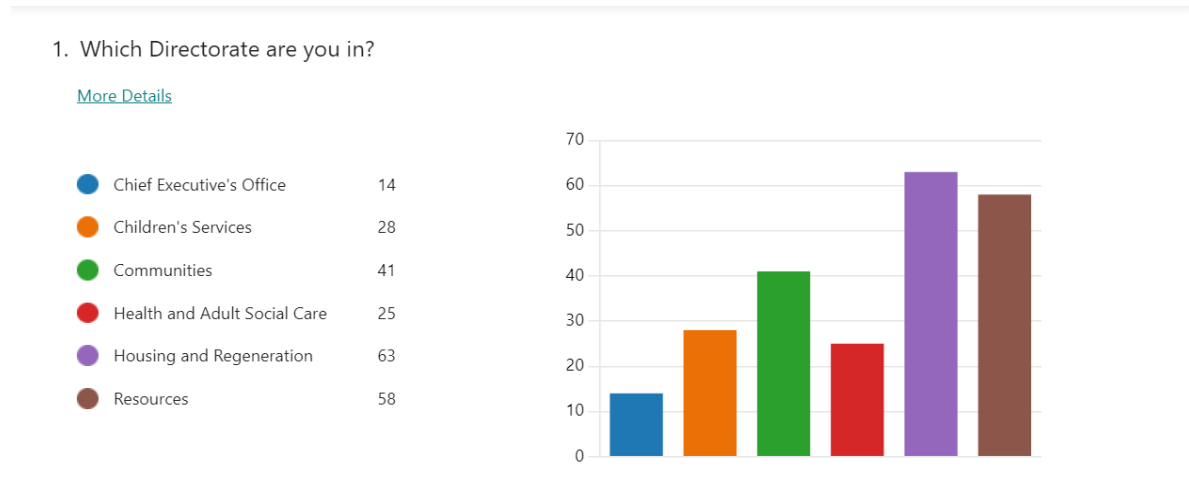
Internal Audit and Anti-Fraud Fraud Awareness Survey 2024-25

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Findings

A fraud survey was conducted in July 2024. The survey was advertised on the Council's communication forums (the bridge, TH and Viva engage). The publication was also publicised by correspondence sent to the Heads of Service and Corporate Directors. The survey was open to all the Council's staff (4883 direct staff members).

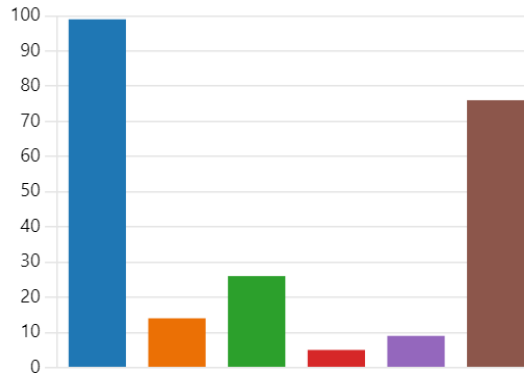


The survey returned a total of 230 responses which accounts for approximately 4.7%. The highest response came from the Housing and Regeneration Directorate and the lowest response rate was derived from the Chief Executive's Directorate.

2. The council has detailed the arrangements for fraud prevention, detection and investigation in the Anti-Fraud and Corruption Strategy. Which of the options below best applies to you?

[More Details](#)

● I am aware of the strategy	99
● I have read the strategy	14
● I understand the contents of the...	26
● I have made a referral using the ...	5
● All of the above	9
● None of the above	76



The results indicate that an estimated 66% of the respondents were aware, read or utilised the councils counter fraud arrangements and 33% are not aware or utilised the councils counter fraud arrangements.

Overall, a positive indication of the level of awareness of the council's counter-fraud arrangements.

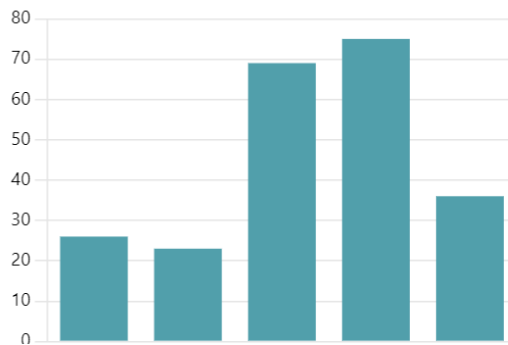
3. The council promotes and encourages an Anti-Fraud Culture **by ensuring the risk of fraud is kept to a bare minimum. How would you rate the council's anti-fraud culture?** (With 5 stars as the highest rating)

[More Details](#)

Insights

3.31

Average Rating



Most of the respondents gave a rating of 3,4 and 5 (78%) as opposed to 21% that rated the promotion of an anti-fraud culture a 2 or 3.

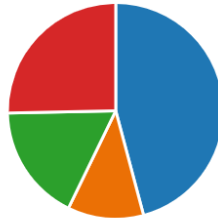
Overall, a broadly positive indication of the council's efforts of promoting an anti-fraud culture.

4. Anyone suspected of fraud will be investigated following the council's zero tolerance to fraud (**an environment that administers severe punishment to fraudsters**). Do you think the council has a zero tolerance to fraud?

[More Details](#)

[Insights](#)

● Yes	105
● No	26
● Maybe	40
● I don't know	58



The results indicated that 45% indicated that the council has zero tolerance to fraud as opposed to 10% which did not believe that the council has a zero-tolerance fraud. The results show 42% were unsure or did not know.

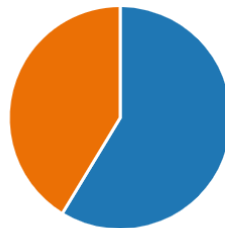
The results indicate a broadly even split between those who believe that the Council has a zero-tolerance to fraud and those that do not.

5. Have you undertaken or been given any fraud awareness training (For example E-Learning or attended a Fraud Awareness Presentation)?

[More Details](#)

[Insights](#)

● Yes	135
● No	95



The responses indicated that 58% had received a fraud awareness training and 41% indicated that they had not received a fraud awareness training.

The results indicate over half of the respondents have received some form of fraud awareness, which is a positive result.

6. Please provide the name of your service so we can arrange to deliver a fraud awareness training.

[More Details](#)

[Insights](#)

94
Responses

Latest Responses

"housing"

"Leisure"

There were 94 responses and suggestions – these will be taken forward during 2024-25.

19 respondents (20%) answered **Services** for this question.

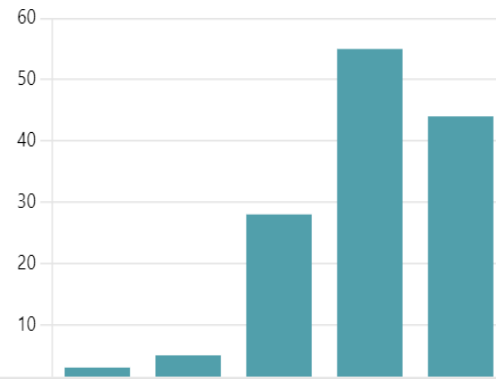


7. How effective would you rate the fraud awareness training? (with 5 stars being the highest rating)

[More Details](#)

 Insights

3.98
Average Rating



Most of the respondents 55% rated the effectiveness of the fraud 3,4 or 5 as opposed to 6% which rated the training a 1 or a 2.

A positive result indicating a significant higher rating on the impact of fraud awareness training that has been delivered.

8. Which one of the following do you think is the leading cause of potential fraud risks in the council?

[More Details](#)

- Inadequate policies and proced... 34
- Management override of systems 27
- Inadequate IT systems 37
- Breach of legislation 17
- Avoiding processes and controls 114



The responses indicated that 50% believed avoiding process and controls is the leading cause of fraud, 16% believed inadequate IT systems, 15% believed inadequate processing and controls, 12% management override of systems and 7% breach of legislation.

The results confirm the existence of controls which is a positive, however the circumventing of these controls is a concern.

9. Have you read or are you aware of the council's whistleblowing policy?

[More Details](#)

- Yes, and I understood the conte... 161
- Yes, but I don't understand the c... 14
- No, but I am aware it exists 44
- No, I have no idea about it 10



An aggregated response of 95% are aware, read or understand the contents of the whistleblowing policy as opposed to 5% that have no idea of the whistleblowing policy.

An overall positive response showing a clear indication of respondents being aware of the existence of the whistleblowing policy.

10. If you suspected fraud in the council, what would you do?

[More Details](#)

- Report it to the fraud investigati... 94
- Report it to your manager 127
- Report it to the police 1
- Ignore it as it's not your role 1
- Discuss it with a colleague 6



An aggregated response of 96% will report incidences of fraud, 2.6% will discuss it with a colleague 0.4% will report it to the Police and 0.4% will ignore it.

An overall positive response indicating that majority of the respondents will report concerns of fraud.