

Client need

Our client had seen considerable organisational change, for example with creation of ALMO's, and had also suffered a particularly high profile fraud. Working with external advisors it developed a new anti-fraud strategy and identified a need for a training programme that would help to communicate the strategy, ensure staff understanding of how to identify and deal with suspected fraud and to embed anti fraud thinking into their wider financial risk management.

maltway approach

To emphasise the anti fraud role that everyone in the Council has to play, the course is being rolled-out across the council, at all levels, from directors to junior staff. Our client wanted to ensure that the course was not a dry technician led seminar, but one that would have a broad appeal that would be relevant, engaging and memorable at all levels.

We brought our design skills to ensure the course was practical and case study based, looking at lessons learned by our client and their advisors, and, having participants work in teams, looking at the potential for fraud in their own business areas.

We co-deliver the training together with our client's anti-fraud advisors and with high visibility from the internal audit sponsor, ensuring that there is effective training taking place with real depth of content.

Outcomes

The day-long course has been extremely successful. While we are usually keen to restrict participant numbers on courses the take up for the programme has been such that we regularly have groups of 25-30 attending the training and, retain the level of interaction that would normally require a smaller participant group.

Feedback has been excellent and this remark is typical of the response we have seen, "I was really impressed, this course should be mandatory from Departmental Leadership Team downward".

Additional information

Risk management is at the heart of service provision, but it is often difficult to engage managers in this area. By focusing on a particular aspect of risk management, such as anti fraud, it is possible to breathe new life into an existing risk management programme.