

CORPORATE ANTI-FRAUD TEAM

SERVICE PLAN 2015-16

	Project Number, Name & Description	Expected Outcome	Performance Measures/Milestones	Priority Action?	By Whom (Lead)	By When	Transformation Link	Risk/Dependency	Workforce Implications	Service L&D Implications
1.	Council Tax Support (CTS) Fraud	The identification of 12 positive outcomes and/or £15,000 CTS fraud identified including awareness raised within the service area	3 positive outcomes or £3750 fraud identified per quarter		Justin Phillips	April 2016	No	Sufficient referrals	None	None
2.	Housing Tenancy Fraud	Identification of 12 positive outcomes of housing tenancy fraud (including RTB, succession and assignment applications) and where appropriate possession and/or criminal action sought	3 positive outcomes identified per quarter		McKinley Erysthee	April 2016	No	Sufficient referrals	None	None
3.	Experian Housing Tenancy fraud data match exercise	Completion of Experian Housing Tenancy data match	All matches sifted by September 2015 and high risk cases live under investigation		McKinley Erysthee	Sept 2015	No		None	None
4.	Pan London Housing Fraud Hub	Embed the Housing Fraud Hub within Housing Needs to support front line service delivery	Use of the hub integrated into housing needs procedures and instances of housing needs/application fraud identified		Justin Phillips	Aug 2015	No	IT support	None	None

5.	Explore & develop MOU's with local Registered Social Landlords	Agree MOU's with at least 3 RSL's to generate new work streams in relation to housing tenancy fraud	Set up regular meetings with Senior Managers at RSLs to discuss their arrangements in place to deal with housing tenancy fraud		McKinley Erysthee	April 2016	No	General appetite from RSLs to partnership working	None	None
6.	Blue badge fraud	Identification of 12 positive outcomes through responsive work and proactive fraud drives working with Met Police SNT's and in conjunction with the Council's Day of Action Programme in each quarter	Fraud drives delivered at least quarterly and reactive cases dealt with in a timely manner		Justin Phillips	April 2016	No		None	None
7.	Direct payment fraud	Identification of £50K of direct payment fraud/financial irregularity through a sample review of high risks cases including awareness raised within service area	Identification of appropriate cases and completion of review		Francoise Williams	April 2016	No	Co-operation of Personalisation Team in accessing appropriate cases	None	None
9.	School application fraud	Identification of school admission fraud/financial irregularity through a sample review of high risk cases provided by the admission team including awareness raised within service area	Completion of review and findings /recommendations reported to admissions		Justin Phillips	Sept 2015	No	Co-operation of education	None	None
10.	NFI 14/15 exercise	Supporting service areas in the timely processing of high risks matches to satisfactory conclusion	All high risk matches processed by service areas and appropriate cases referred for investigation		Justin Phillips	April 2016	No	Co-operation of both internal and external agencies	None	None

11.	Income opportunities/ generation	£10K income generated through administrative penalties and recovery of investigation costs	Generation of income		Justin Phillips	April 2016	No	Availability of appropriate cases and subject to changes in the way this income is reflected for accounting purposes	None	None
12.	Deliver fraud awareness campaign	Deliver fraud awareness campaign and co-ordinate communications prior in conjunction with International Fraud Awareness Week 15/11/15 - 21/11/15	Raised fraud awareness internally and throughout borough		Justin Phillips	Nov 2015	No		None	None
13.	Fraud risk review of waiting list/temporary accommodation cases	Identification of fraudulent housing applications / interception of cases before permanent allocation of tenancy through sample review including raising awareness within service area	Completion of review		Chris Beynon	April 2016	No	Co-operation of housing assessment /needs	None	None
14.	Review and implement CIPFA Code of Practice on Managing the Risk of Fraud & Corruption	<ul style="list-style-type: none"> • Self assess against the Code performance statements • Develop action plan to meet the gaps identified • Implement action plan • Review progress 	<p>Self assessment complete Sept 15</p> <p>Action plan drafted and submitted to GARMSC Sept/Dec 15</p> <p>Action plan implementation commenced Jan 16</p> <p>Review progress Jan 16 onwards</p>		Justin Phillips	April 2016	No	Co-operation internally from Service areas	None	None

Note – Plan to be reviewed and subject to change once CIPFA self assessment work undertaken and action plan developed