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| Meeting of: | Governance and Audit Committee |
| Date of Meeting: | Monday, 17 July 2023 |
| Relevant Scrutiny Committee: | Corporate Performance and Resources |
| Report Title: | Annual Corporate Fraud Report 2022/23 |
| Purpose of Report: | To provide members of the Governance and Audit Committee details of the actions undertaken in respect of counter fraud during 2022-23 including an update on the National Fraud Initiative (NFI) Exercise |
| Report Owner: | Head of Regional Internal Audit Service |
| Responsible Officer: | Head of Finance and Section 151 Officer |
| Elected Member and Officer Consultation: | No Elected Members have been consulted. Legal Services and Head of Finance |
| Policy Framework: | The proposals in this report are in accordance with the policy framework and budget |
| <p>Executive Summary:</p> <ul style="list-style-type: none"> • One of the core functions of an effective Governance and Audit Committee is to consider the effectiveness of the Council's risk management arrangements, the control environment and associated anti-fraud and corruption arrangements. • This annual fraud report at Appendix A summarises how the Council managed the risk of fraud during 2022/23 with the aim of prevention, detection, and subsequent investigation & reporting of fraud. • The Counter Fraud Strategy and Framework 2021 to 2024 underpins the Council's commitment to prevent all forms of fraud, bribery and corruption, whether it be attempted externally or from within. The framework includes reactive and proactive work, the proactive work being presented in an action plan. The action plan has been updated and the current position is shown within the report. • The Council participates in the National Fraud Initiative (NFI). This is a biennial exercise coordinated in Wales by the Wales Audit Office. The results of the data matching exercise during 2022/23 are detailed within the annual report. A total of 77 possible frauds or errors equating to £149,839 of recoverable funds were identified. In addition, the single person discount matching exercise identified £112,515 of recoverable funds. | |

- Reactive fraud work can be generated by a concern raised via the Speak Out initiative or by any Officer or Manager directly to Internal Audit or to the Corporate Fraud Officer. A summary of the reactive fraud work undertaken during 2022/23 is included within the annual report.
- During 2022/23 the Council agreed to joint working with the Department of Work and Pensions if a suitable case is identified. In addition, the Corporate Fraud Officer is working closely with the Council's Revenues and Benefits teams with a view to undertaking investigations where a possible fraud of Council benefit is identified. To compliment this an Enforcement and Prosecution Policy is being developed.

Recommendations

1. Members of the Governance and Audit Committee are asked to note the report, the measures in place and the work being undertaken to prevent and detect fraud and error.

Reasons for Recommendations

1. To ensure effective monitoring of fraud and irregularity work is undertaken.

1. Background

- 1.1 One of the core functions of an effective Governance and Audit Committee is to consider the effectiveness of the Council's risk management arrangements, the control environment and associated anti-fraud and corruption arrangements.
- 1.2 The Council's Counter Fraud Strategy and Framework 2021 to 2024 underpins the Council's commitment to prevent all forms of fraud, bribery and corruption, whether it be attempted externally or from within and progress against this is outlined within the annual report.
- 1.3 The cost of living crisis following the covid pandemic continues to have a major impact. One consequence has been that many organisations, including Councils, are being targeted by an increase in potential scams. This growing trend has placed more importance on the roll out of fraud awareness which aims to ensure that staff are equipped to identify such threats and avoid becoming a victim of fraud.
- 1.4 Therefore this annual report at Appendix A provides the Governance & Audit Committee with information on the arrangements that were in place during 2022/23 for managing the risks of fraud with the aim of prevention, detection and subsequent investigation and reporting of fraud.

2. Key Issues for Consideration

- 2.1 The Annual Corporate Fraud Report is at Appendix A which summarises the counter fraud work undertaken within the Authority during 2022/23.
- 2.2 The Council's Counter Fraud Strategy and Framework 2021 to 2024 includes reactive and proactive work with the proactive work included in an action plan which sets out the developments the Council is undertaking to improve its resilience to fraud and corruption. The report at Appendix A and the information at Annex 1 outlines the progress made against the action plan.

- 2.3** One activity included on the Action Plan is the National Fraud Initiative (NFI). This is a biennial exercise coordinated in Wales by Audit Wales whereby data is extracted from the Council's systems and reports. These are matched against data submitted from other bodies such as other Local Authorities, DWP, NHS bodies, Police and Housing Associations etc. It is important to note that where a match is found, it is not in itself evidence of a fraud, it may be an error or an inconsistency that requires further investigation.
- 2.4** Appendix A provides details of the results gained in 2022/23 from the data matching exercise using data extracted in October 2020. A total of 77 possible frauds or errors were identified equating to £149,839 of recoverable funds. These were creditors, council tax and council tax reduction related. More detailed results are included at Annex 2 of Appendix A.
- 2.5** The latest data matching exercise started in October 2022, when data was extracted from council systems and forwarded to NFI. In January 2023, 2,946 new matches were received. These have been highlighted to the identified key contacts throughout the Council and work is ongoing to review them. A review could result in an error or identify the need for data cleansing. If a potential fraud is identified it is referred to the Corporate Fraud Officer for further investigation.
- 2.6** Appendix A also provides the results of the annual single person discount matching exercise. A total of 167 fraud or errors were identified during 2022/23 which equates to £112,515 being recoverable.
- 2.7** The Annual Report at Appendix A also provides details of the internal counter fraud work undertaken by Internal Audit and the Council's Corporate Fraud Officer. There were 6 potential fraud and irregularity matters referred for review during 2022/23. 5 resulted in reports to Senior Managers to consider the next course of action, such as disciplinary action, recovery action and where necessary recommendations were made to improve controls where any weaknesses were identified. The other matter resulted in an eviction of a Council housing tenant.
- 2.8** The Annual Report also describes joint working that the Council has been involved which includes working with the Wales wide network of Local Authority Fraud investigators and the Welsh Chief Auditors Group. During 2022/23 the Council also agreed to consider joint working with the Department of Work and Pensions if a suitable case is identified. In addition, the Corporate Fraud Officer is working closely with the Council's Revenues and Benefits teams with a view to undertaking investigations where a possible fraud of Council benefit is identified.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1** These measures aim to prevent or reduce the risk of fraud occurring. The programme of fraud awareness training and participation in the national data matching exercise demonstrates collaboration with others with the aim of making improvements over the longer term.

4. Climate Change and Nature Implications

4.1 None as a consequence of this report.

5. Resources and Legal Considerations

Financial

5.1 To ensure that the Council funds and resources are used appropriately.

Employment

5.2 There is a resource impact in relation to the investigation and resolution of potential fraud matters. The impact is borne by Directorates and Internal Audit.

Legal (Including Equalities)

5.3 Public Service organisations have a responsibility to embed effective standards for countering fraud, corruption and bribery into the organisations. This supports good governance and demonstrates effective financial stewardship and strong public financial management.

6. Background Papers

None



ANNUAL CORPORATE FRAUD REPORT

2022/2023

Section 1 – Introduction

- 1.1 The challenge presented to Councils by fraud is significant. As stated in the *Fighting Fraud and Corruption Locally a Strategy for the 2020's*, (CIFAS Oct 2020), it is estimated that fraud cost councils around £2.1 billion each year and some reports produced by other organisations suggest that this figure could be as high as £7.8 billion. More recent estimates from the Auditor General for Wales in June 2019 noted that the sums lost annually in Wales to fraud and error are significant – “*and could be anywhere between £100 million and £1 billion.*” The Crime Survey for England and Wales recognises fraud as being one of the most prevalent crimes in society today.
- 1.2 The impact of fraud should never be underestimated. Fraud leaves the Council with less to spend on services for residents and costs taxpayers' money. Fraud against a local council is not a victimless crime. There is not only the lost/stolen money to consider but also the loss of working time investigating and correcting issues, liaising with police and lawyers, any subsequent court costs, increased insurance premiums, reputational damage for individuals or the Council as a whole and poor staff morale.
- 1.3 The Council sets high standards for both Members and Officers in the operation and administration of the Council's affairs and has always dealt with any allegations or suspicions of fraud, bribery, and corruption promptly. It has in place policies, procedures, and reporting mechanisms to prevent, detect, and report on fraud, bribery, and corruption. These include the Fraud Strategy and Framework, an updated Whistleblowing Policy, ICT Code of Conduct and the Anti-Fraud, Bribery and Corruption Policy.
- 1.4 The Counter Fraud Strategy and Framework 2021 to 2024 underpins the Council's commitment to prevent all forms of fraud, bribery and corruption, whether it be attempted externally or from within for the year. This was reviewed by Governance & Audit Committee in December 2021 and endorsed by Cabinet in January 2022.
- 1.5 One of the main consequences of the Covid-19 pandemic is that many organisations, including Councils, are being targeted by an increase in scams. This growing trend has placed more importance on the roll out of fraud awareness which aims to ensure that staff are equipped to identify such threats and avoid becoming a victim of fraud.

Section 2 – Proactive Work

- 2.1 The Counter Fraud Strategy and Framework 2021 to 2024 includes reactive and proactive work; the proactive work is included in the action plan which sets out the developments the Council proposes to improve its resilience to fraud and corruption. The Action Plan is at **Annex 1** and progress made against the headings is described below.

Fraud Risk Register

- 2.2 The Council can be exposed to fraud and corruption through a variety of internal and external sources. These include:
- Council Tax Reduction Scheme (including discounts and exemptions).
 - Parking concessions (blue badges).
 - Grants.
 - Procurement.
 - Employee fraud (for example: fraudulent claiming by employees of flexi and mileage expenses).
- 2.3 These areas, and others, can be regularly subject to attack by individuals / groups intent on committing fraud, which means that there is less money and resources available for those in genuine need. It is therefore important that the Council acknowledges the risk of fraud and undertakes an assessment on how it prevents, detects, and pursues monies or assets obtained fraudulently and considers how services that are more susceptible manage that risk.
- 2.4 Work continues to develop a more detailed fraud risk assessment process that links with the corporate risk management process and it is envisaged that this will provide a robust tool to assist in ensuring resources are targeted correctly.
- 2.5 A fraud risk register was produced in 2021/2022 and during 2022/23 further work was conducted to establish departmental fraud risks and the actions required to mitigate the identified risks.

Policies

- 2.6 An updated Whistleblowing Policy was introduced in December 2021 which included the Speak Out number and website where information can be provided confidentially.
- 2.7 In addition policies to support and facilitate the current fraud strategy plan were considered by Governance and Audit Committee and approved by Cabinet in March 2022. These were:
- Anti-Fraud, Bribery & Corruption Policy
 - Anti-Money Laundering (AML) Policy
 - Anti-Tax Evasion Policy

- 2.8 These policies will dovetail with the Whistleblowing Policy to ensure that members and staff, have clear guidance on how to identify and report suspected or known fraud, bribery, or corruption. All these policies will greatly assist in the overall fraud awareness strategy.
- 2.9 A draft Fraud Enforcement & Prosecution policy has been produced and is under Officer consultation. This policy will relate to investigations undertaken by the Corporate Fraud Officer and Internal Audit on behalf of the Council and will provide a framework to ensure the most appropriate resolution to a case is reached. This will include a range of sanctions including disciplinary action, civil proceedings, criminal proceedings, and financial penalties in respect of any type of fraud against the Council including housing / tenancy fraud, welfare fraud and theft or financial misconduct.

Training & Fraud Awareness

- 2.10 The Fraud and Internal Audit intranet pages have been improved and fraud information is being made available to staff. It is the intention that fraud information will also be made available on the external website, which will provide guidance on how reports of fraud can be made to the Council by the public.
- 2.11 The action plan states that alerts and newsletters will be developed to raise awareness and notify readers of new and potential fraud risks. Alerts have been posted on the staffnet pages to raise staff awareness and advise of potential threats.
- 2.12 Fraud awareness training has been delivered in person by the Corporate Fraud Officer. During the year this training was targeted to staff employed within Corporate Resources and more recently to those employed within Housing. Further sessions are scheduled to cover other service areas during 2023/24.
- 2.13 A Fraud Prevention e-learning module has been developed to support the Anti-Fraud, Bribery & Corruption and Anti-Money Laundering policies. The e-learning will enhance staff and Members' understanding of how fraud may occur, it should encourage prevention, promote detection of suspicious activities, encourage staff and Members to act with integrity and to respond effectively when incidents occur. The e-Learning module is prepared and ready for roll out in the Council's IDev system during 2023/24.

Data Analytics

- 2.14 Data analytic tools and techniques continued to be developed during the year to enable data held within the financial systems to be extracted and analysed. This has enabled increased testing within planned audits and has provided an opportunity to identify any trends that may be occurring.

Section 3 – National Fraud Initiative 2020 & 2022 Matches

- 3.1 The National Fraud Initiative (NFI) is a biennial exercise coordinated in Wales by Audit Wales whereby data is extracted from the Council's systems and reports. This data is matched against data submitted from over 1200 other bodies such as other Local Authorities, DWP, NHS & Trusts, Police and Housing Associations etc. It is important to note that where a match is found, it is not in itself evidence of a fraud; it may be an error or an inconsistency that requires further investigation.
- 3.2 Internal Audit together with the Council's Corporate Fraud Officer facilitates the upload of data, user account management and provides assistance and advice to officers reviewing the data matches.
- 3.3 The data received from the October 2020 extraction continued to be examined. During 2022/23 77 frauds or errors were identified. Table 1 summarises the results and more details are provided in **Annex 2**.

Table 1 – NFI 2020 Matching Exercise – Results 2022/23

| Type | Fraud/Error Number | Fraud/Error Value | Recoverable | NFI Projected Savings |
|---|--------------------|-------------------|-----------------|-----------------------|
| Creditors | 7 | £57,968 | £57,968 | 0 |
| Council Tax Reduction Scheme to HMRC Earnings | 1 | £1,217 | £1,217 | £162 |
| Council Tax to HMRC Household Composition | 69 | £90,654 | £90,654 | £60,644 |
| Totals | 77 | £149,839 | £149,839 | £60,806 |

- 3.4 This exercise has resulted in a total of £149,839 being identified as potential fraud or error which is all recoverable.
- 3.5 The latest bi-annual NFI data matching exercise started in October 2022 when data was extracted and forwarded to the NFI. The new matches were produced in January 2023 which has produced 2,946 matches for investigation. These have been highlighted to the identified key contacts throughout the Council and work is ongoing to review the matches provided and if a potential fraud is identified it is referred to the Corporate Fraud Officer for further investigation.
- 3.6 NFI projected savings are a Cabinet Office defined methodology which predicts the potential or projected loss if the fraud/error had not been identified. The projected savings are also published by Audit Wales in their fraud related reports. It is not "real" money to the authority and cannot be reflected in bottom line savings.

Single Person Discount (SPD)

- 3.7 The NFI also produce an annual exercise relating to SPD generated within the Council Tax system. These matches highlight where there may be more than one adult at a location currently in receipt of SPD.
- 3.8 A total of 2,800 households were identified for review during 2022/23. The review of these data matches resulted in 167 frauds or errors being identified. Table 2 summarises the results and more details are provided in **Annex 4**.

Table 2 – NFI Single Person Discount Results 2022

| Type | Fraud/Error Number | Fraud/Error Value | Recoverable | NFI Projected Savings |
|------------------------|--------------------|-------------------|-------------|-----------------------|
| Single Person Discount | 167 | £112,515 | £112,515 | £132,701 |

- 3.9 Further SPD data was extracted and forwarded to the NFI in October 2022 and more matches were produced in January 2023. In total, 1,117 matches have been produced for investigation, work has commenced on these and will be reported within the 2023/24 report.

Section 4 – Counter Fraud Work

- 4.1 Under the Public Sector Internal Audit Standards (PSIAS), internal audit is defined as an independent, objective assurance and consulting activity designed to add value and improve an organisation's operations. It helps an organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes. It is widely recognised that effective internal audit is good practice and provides support to the Council's Section 151 Officer in discharging their responsibilities as contained in legislation.
- 4.2 A total of six potential fraud or irregularity matters were referred directly to Internal Audit for review during 2022/23. This work can be generated in several ways, by whistleblowing or complaint referrals; via the Speak Out service; by Managers who may have concerns over a certain issue or individual or as a result of an audit review. These are listed in Table 3 but the values are not quantified at this time.

Table 3 - Counter Fraud & Corruption Work

| Counter Fraud & Corruption Work | Outcome |
|--|---|
| Private Use of Council Vehicles & Misappropriation of Council Staff Time | Disciplinary process |
| Sale of Council IT Equipment | Referred to police, audit undertaken, recs made to improve controls |
| Council Contractor Engaged for Private Use | Disciplinary process |
| Housing Tenant - Forged Bank Statements for Eviction Hearing | Tenant evicted |
| Theft from a School Cafe | Ongoing |
| Public Rights of Way Blockage and Bribery | Ongoing |

- 4.2 Five of the matters listed in Table 3 were fact finding exercises, no audit opinion in respect of the control environment was provided due to the nature of the work but where appropriate recommendations were made to improve the control environment.
- 4.3 The fact-finding reports were presented to Senior Officers to consider the next course of action, such as disciplinary action or recovery action. The Police were consulted when appropriate to discuss a suitable way forward on relevant cases.
- 4.4 In respect of the other matter, the Corporate Fraud Officer worked with the Housing Service to prove that a housing tenant had submitted forged bank statements to support the claim that rent had been paid to the Council. The tenant was evicted.
- 4.5 As a result of the current cost of living crisis, scams have been circulating. All staff as well as residents are made aware of these by information being circulated through the Council's Communications Team, the Fraud Update Page on the staffnet or directly by the Corporate Fraud Officer.

Section 5 – Joint Working & Partnerships

- 5.1 The Authority is an active member of the Wales wide network of Local Authority Fraud investigators, which provides the opportunity to share knowledge, intelligence, and best practice. The group has been meeting virtually during 2022/23 and various training sessions have been provided to the group by relevant organisations throughout this period.
- 5.2 Similarly the Welsh Chief Auditors Group (WCAG) discuss fraud matters and shares intelligence on potential/suspected frauds on a regular basis.
- 5.3 The Authority has a good working relationship with the Police and other outside agencies which all share information/intelligence. In addition, due to the current cost of living crisis, intelligence, procedures, local risks, and threats have been shared with other local authorities to actively try to prevent fraudulent claims.

- 5.4 During 2022/23 the Council agreed to joint working with the Department of Work and Pensions if a suitable case is identified. In addition, the Corporate Fraud Officer is working closely with the Council's Revenues and Benefits teams with a view to undertaking investigations where a possible fraud of Council benefit is identified.

Section 6 – National Studies

- 6.1 In July 2020, Audit Wales published the report, '*Raising our game tackling fraud in Wales*'. The report and any recommendations along with the '*Fighting Fraud and Corruption Locally a Strategy for the 2020's*' guidance was fully considered and integrated into the Counter Fraud Strategy and Framework 2021 to 2024. This will ensure that the counter fraud work being undertaken demonstrates continuous improvement.

Counter Fraud Strategy and Framework 2021 to 2024 - Action Plan

| No. | Activity | Scope | Responsible | Progress | Completion / Further Action |
|-----|---------------------------------|---|--|---|-----------------------------|
| 1 | Fraud Risk Registers | i. Development of a Fraud Risk Register to be integrated into the existing risk management framework, where significant fraud, bribery and corruption risks will be owned and maintained by the directorates. | Internal Audit / Corporate Fraud Officer | Fraud Risk Register produced, and risk areas identified. | Completed 2021/22 |
| | | ii. Maintain the fraud risk register and regularly monitoring trends to identify areas of high risk | | | |
| 2 | Policies & Procedures | Ensure there is a comprehensive and up-to-date set of policies and procedures which together represent a cohesive strategy for identifying, managing, and responding to fraud risks. | Internal Audit / Corporate Fraud Officer | An updated Whistleblowing Policy and new supporting Speakout procedures, along with a dedicated Speakout webpage was implemented in December 2021. | Completed 2021/22 |
| | | | | Cabinet endorsed the Council's Counter Fraud Strategy and Framework 2021 to 2024 in January 2022. | Completed 2021/22 |
| | | | | In March 2022 Cabinet approved an updated Anti-Fraud, Bribery and Corruption Policy and the new Anti-Money Laundering and Anti-Tax Evasion policies. | Completed 2021/22 |
| | | | | An Enforcement and Prosecution Policy has been drafted and under Officer consultation. Once agreed it will be submitted to the Governance & Audit Committee for review. | 2023/24 |
| 3 | National Fraud Initiative (NFI) | i. To facilitate the timely delivery of the biennial NFI data matches. | Internal Audit / Corporate Fraud Officer | The biennial 2020 exercise was delivered as per timescales. | Completed 2022/23 |
| | | | | All finalised data for 2022 match was uploaded and returned to the NFI during October 2022. | Completed 2022/23 |
| | | ii. Undertake integrity checks on a sample of cleared matches to ensure robustness / quality of review and select of sample of high risk matches across the spectrum to investigate. | | Ongoing training and quality checks made on key contacts for each match | Ongoing |

| No. | Activity | Scope | Responsible | Progress | Completion / Further Action |
|-----|------------------------------|--|---|---|---|
| | | iii. To facilitate the timely delivery of the annual NFI Council Tax/Single Person Discount matches. | | The annual 2021 was delivered as per timescales. All finalised data being uploaded and returned to the NFI during October 2021. The 2022 match was received in January 2023 and work is ongoing. | Completed 2021/22 Ongoing |
| | | iv. Regularly monitor progress against recommended matches throughout the duration of the exercise. | | Updates are monitored regularly. The Corporate Fraud Officer contacts key stakeholders in the relevant department to provide advice, clarify and challenge where necessary any issues identified. | Ongoing |
| 4 | Training & Fraud Awareness | i. Raise awareness of fraud, bribery, and corruption by developing an effective online (iDev) fraud awareness training programme for Members and Officers. | Corporate Fraud Officer | A Fraud Awareness training module has been developed and is ready for release on iDev. | 2023/24 |
| | | ii. Provide ongoing training as required for the duration of the action plan | | NFI training is provided as and when required Bespoke Fraud Awareness training has been delivered to key staff within Corporate Resources and Housing raising the awareness of the increased threat of fraud and 'phishing scams'. Bespoke presentations have also been produced for other service areas and will be delivered over the next 12 months. | Ongoing Completed 2022/23 Ongoing |
| 5 | Governance & Audit Committee | Produce an end of year annual report to those charged with governance covering all reactive and proactive fraud initiatives. | Deputy Head of Internal Regional Audit Services | Annual Corporate Fraud Report produced. | Completed annually |
| 6 | Covid Grant Recovery | With a national increase in applications due to the Covid 19 pandemic, there has been a consequent increase in attempts by fraudsters to obtain public funds via false applications. Also, a | Investigation Officer | NFI produced 14 matches for investigation, of which 13 had a satisfactory explanation. One of the matches produced resulted in a £10,000 recovery. | completed 2021/22 |

| No. | Activity | Scope | Responsible | Progress | Completion / Further Action |
|-----|--|--|-------------------------|--|-----------------------------|
| | | developing trend for individuals to make multiple applications across different authorities. 2021/22 will see all Covid 19 grant applications produced on the NFI platform for review and investigation. | | A further suspect account was raised by the Planning & Regeneration Team who were administering grant payments. After investigation, this resulted in a further £6,000 recovery. | |
| 7 | Housing Benefit & Council Tax Sanctions | Conduct a risk analysis review on the current Housing Benefits and Council Tax deterrent and recovery processes. | Corporate Fraud Officer | A draft Fraud Enforcement & Prosecution policy has been produced. This policy will relate to investigations undertaken by the Corporate Fraud Officer and Internal Audit on behalf of the Council. It will provide a framework to ensure the most appropriate resolution to a case is reached. A range of sanctions are available in relation to identified fraud and corruption including disciplinary action, civil proceedings, criminal proceedings, and civil/financial penalties | Ongoing |
| 8 | Data Analytics | To maximise the use of data analytics and data matching to match electronic data to detect and prevent fraud. | Internal Audit | <p>The NFI, Academy, Oracle, Content Manager (TRIM), and OHMS sites are regularly reviewed and analysed to aid fraud investigations. Techniques using a data analytics tool have been developed since 2020/21 to enable data held within the financial systems to be extracted and analysed. This has enabled increased testing within planned audits and has provided an opportunity to identify any trends that may be occurring.</p> <p>Moving forward, the National Anti-Fraud Network (NAFN) and Household Credit Reports will be analysed to substantiate household income and residential status.</p> | Ongoing |
| 9 | Develop alerts and newsletter promoting awareness. | <p>i. Develop alerts and newsletter across the Council.</p> <p>ii. Produce Newsletters at regular intervals throughout the duration of the action plan.</p> | Corporate Fraud Officer | Fraud updates, NAFN Fraud Alerts and awareness information is regularly updated on the Fraud Updates intranet site. Known and advised fraud threats are delivered to departmental heads as and when received. Consideration is being given to service areas with no internet access. | Ongoing |
| 10 | Schools Awareness | Conduct a "Fraud Health Check" across school establishments to attain assurance over the controls and governance in place to mitigate the potential for fraud. | Corporate Fraud Officer | <p>A schools anti-fraud toolkit and a supporting self-assessment fraud health check is available on the Schools Audit webpage.</p> <p>A Fraud Awareness presentation was delivered to all Primary and Secondary School Headteachers, February 2022.</p> | Completed 2021/22 |

| No. | Activity | Scope | Responsible | Progress | Completion / Further Action |
|-----|-----------------------------|---|--|---|-------------------------------------|
| 11 | Fraud Groups | To actively maintain the Authority's membership of the Welsh Fraud Officers Team, The Chartered Institute of Public Finance and Accountancy (CIPFA), National Anti-Fraud Network (NAFN) and all other enforcement partners including the Police and HMRC. Also, to be open to new and innovative anti-fraud projects. | Head of Regional Internal Audit Service Corporate Fraud Officer | The benefits of working together to tackle crime is recognised, the criminals who attack us do not operate in silos and neither should we. The Welsh Fraud Officers continue to share ideas and methodology with measures to prevent, detect, disrupt, and punish fraudsters. NAFN also keep the Council aware of fraud risk within our sector, sharing intelligence, information, and good practice. The Welsh Chief Auditors Group (WCAG) regularly discuss fraud matters and share intelligence on fraud matters. | In place and ongoing during 2021/24 |
| 12 | Fraud Investigation Reports | To produce fraud investigation and fact finding reports for management which highlight the action taken to investigate the fraud risks, the outcome of the investigations e.g., sanction and recommendations to minimise future risk of fraud. | Deputy Head of Internal Regional Audit Services Corporate Fraud Officer | Reports are produced providing recommendations and follow-up actions. | Ongoing |
| 13 | Managerial Role Profiles | To explore with Human Resources the possibility of including management responsibility for managing fraud and corruption risks within all managerial role profiles. | Corporate Fraud Officer | Corporate Fraud Officer to liaise with Head of Human Resource and Organisational Development. | 2023/24 |

National Fraud Initiative Data Match 2020 - Detailed Results (2022- 2023)

| NFI | Type / Area | NFI | Frauds/ Errors | Fraud/Error Amount | Recoverable | Cabinet Office Projected Savings |
|-------|--|--------------|-------------------|-----------------------|-----------------|---|
| 702 | Duplicate creditors by address details for Authority | Yes | 1 | £24,820 | £24,820 | £0.00 |
| 708 | Duplicate records by invoice amount and creditor reference | Yes | 4 | £25,696 | £25,696 | £0.00 |
| 711 | Duplicate records by invoice number and amount | Yes | 2 | £7,452 | £7,452 | £0.00 |
| 483.1 | Council Tax Reduction Scheme to HMRC Earnings | Yes | 1 | £1,217 | £1,217 | £162 |
| 815.2 | Council Tax to HMRC Household Composition | Yes | 69 | £90,654 | £90,654 | £60,644 |
| | | Total | 77 | £149,839 | £149,839 | £60,806 |

Colour Coding:

Recoverable by VoG during current financial year.

Recoverable by VoG over undefined period.

Cabinet Office projected savings during financial year

Single Person Discount 2022

| Type / Area | NFI | Fraud / Error | Fraud / Error Amount | Recoverable | Cabinet Office Projected Savings |
|---|-----|---------------|----------------------|-----------------|----------------------------------|
| Council Tax and Electoral Register (SPD) | Yes | 79 | £78,247 | £78,247 | £79,477 |
| Council Tax Rising 18s | Yes | 79 | £23,178 | £23,178 | £48,648 |
| Council Tax to Other Data Sets (SPD) | Yes | 9 | £11,090 | £11,090 | £4,576 |
| | | | | | |
| | | 167 | £112,515 | £112,515 | £132,701 |
| Colour Coding | | | | | |
| Recoverable by VOG over an undefined period | | | | | |
| Cabinet Office projected savings based on a 2 Year Period | | | | | |