

Meeting of:	Governance and Audit Committee
Date of Meeting:	Thursday, 18 July 2024
Relevant Scrutiny Committee:	Corporate Performance and Resources
Report Title:	Annual Corporate Fraud Report 2023-24
Purpose of Report:	To provide members of the Governance and Audit Committee details of the actions undertaken in respect of counter fraud during 2023-24 including an update on the National Fraud Initiative (NFI) Exercise
Report Owner:	Head of the Regional Internal Audit Service
Responsible Officer:	Head of Finance & 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 Corporate Fraud Report 2023-24 summarises how the Council managed the risk of fraud during the year 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 report includes an update on the National Fraud Initiative and provides details on any fraud or error identified. Throughout 2023-24, a total of £19,630 was identified as recoverable. • 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 2023-24 is included within the annual report where recovery of £11,444 has been achieved.

- The Council has a joint working agreement 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 the Council's Corporate Fraud Enforcement Policy was approved during 2023-24.

Recommendation

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.

Reason for Recommendation

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 together with the after-effects of the Covid-19 pandemic, have continued to have a major impact on everyone during 2023-24. One consequence is that many organisations, including councils, are being targeted by an increase in cyber fraud and 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 2023-24 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 Council during 2023-24.
- 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. This includes areas such as training and fraud awareness, fraud policies, the fraud risk register and the use of data analytics.

- 2.3** Another 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. from across the UK. 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, Annex 2** provides details of the results gained in 2023-24 from the data matching exercise using data extracted in October 2022. A total of 3,393 matches across areas including housing benefit, council tax reduction scheme, payroll, blue badges, creditors and licencing were identified. Of these 1,937 matches have been reviewed identifying 189 possible frauds or errors. Ten of these relate to creditors and council tax reduction matches which generated a total of £15,396 of recoverable funds. The remaining 179 possible frauds or errors relate to blue badge matches which do not generate any recoverable financial savings only projected savings. The Cabinet Office defined methodology for this is included in **Annex 3 of Appendix A**.
- 2.5** **Appendix A** also provides the results of the annual single person discount matching exercise. A total of 95 fraud or errors were identified in households during 2023-24 with the recoverable value of £4,234. These are detailed in **Annex 4**.
- 2.6** The Annual Corporate Fraud Annual Report outlines the counter fraud work undertaken by Internal Audit. There were 6 potential fraud and irregularity matters referred during 2023-24. Fact finding reports were produced and where appropriate, recommendations were made to improve controls where any weaknesses were identified. In some cases, disciplinary action was considered and two cases resulted in the recovery of £11,444.
- 2.7** Finally, the Corporate Fraud Annual Report outlines the collaborative working and partnerships that the Council is involved with. The Council's Corporate Fraud Officer is supported by the Regional Internal Audit Service and mentors the Fraud Officer from Merthyr Tydfil County Borough Council. There is also a close working relationship with the fraud counterpart in Bridgend Council. Throughout 2023-24 the joint working relationship with the Department of Work and Pensions has resulted in several benefit fraud referrals being exchanged between both parties. In addition, the Corporate Fraud Officer continues to work closely with the Council's Revenues and Benefits teams with a view to undertaking investigations where a possible fraud of Council Tax Reduction Scheme benefit is identified. The new Council's Corporate Fraud Enforcement Policy will assist with this.

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

2023-2024

Nic Galvin – Corporate Fraud Officer

Joan Davies – Deputy Head of RIAS

June 2024

Section 1 – Introduction

- 1.1 This report was prepared by the Council's Corporate Fraud Officer in conjunction with the Regional Internal Audit Service (RIAS). Management support is provided to the Corporate Fraud Officer from the RIAS.
- 1.2 Although often hidden, fraud is the most pervasive and evolving crime in society today. The challenge presented to councils by fraud is significant. Fraudsters have become increasingly sophisticated in making councils vulnerable to criminal activity. It is estimated the cost of fraud and error against the public sector is at least £33 billion per year (Home Office, March 23) with councils accounting for approximately £8.25 billion of this figure.
- 1.3 The impact of fraud on councils can be devastating and should never be underestimated. It leads to significant financial losses, reputational damage, potential legal repercussions and a decline in staff morale. Fraud is not a victimless crime; it leaves councils with less to spend on services and costs taxpayers' money. There is not only the stolen money to consider, but also the loss of valuable resources, investigating and correcting issues, liaising with police and lawyers, resulting in subsequent court costs and increased insurance premiums.
- 1.4 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. Fighting fraud locally requires a strategic approach by the Council, one which addresses the need for greater prevention and smarter enforcement. Policies, procedures and reporting mechanisms are all in place to prevent, detect and report on fraud, bribery and corruption. These include the Fraud Strategy and Framework, the Whistleblowing Policy, ICT Code of Conduct, the Anti-Fraud Bribery and Corruption Policy and the newly updated Corporate Fraud Enforcement Policy.
- 1.5 The Counter Fraud Strategy and Framework 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. The strategy includes an action plan to further aid the Corporate Fraud Officer in improving the Council's resilience to fraud, bribery and corruption.
- 1.6 The current cost of living crisis together with the after-effects of the Covid-19 pandemic, have continued to have a major impact on everyone during 2023-24. One of the consequences is that many organisations, including councils, are being targeted by an increase in cyber fraud and potential scams. This growing trend has placed more importance on the need for a greater fraud presence and awareness among councils 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 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.
 - Cyber fraud.
 - Housing tenancy.
 - 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.

Policies

- 2.5 There are several Council policies in place to assist and support the raising of fraud awareness and to help tackle fraud, bribery and corruption within the Council. These policies will dovetail and ensure that the public, Members and staff have a clear guidance on how to identify and report suspected or known fraud, bribery or corruption.
- 2.6 A new Corporate Fraud Enforcement Policy was considered by Governance and Audit Committee and subsequently approved by Cabinet in March 2024.
- 2.7 This new policy relates 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. The policy will oversee a range of sanctions including disciplinary action, civil proceedings, criminal proceedings and financial penalties in respect of any

type of fraud against the Council. These will include benefit fraud, housing tenancy fraud and theft or financial misconduct. The policy clearly illustrates how the Council will seek the appropriate sanctions against any individual or organisation that defraud or seek to defraud it.

2.8 Other relevant policies currently in operation which assist in the overall fraud awareness strategy are listed below.

- Anti-Fraud, Bribery & Corruption Policy
- Anti-Money Laundering Policy
- Anti-Tax Evasion Policy
- ICT Code of Conduct
- Contract and financial Procedure Rules
- Various HR Policies

Training & Fraud Awareness

2.9 The Fraud and Internal Audit intranet pages have been improved and fraud information is being made available to both staff and public. A new updated benefit fraud webpage was also introduced in March 2024. This new webpage provides guidance on how members of the public can give a more detailed report when referring suspected benefit fraud cases for investigation. This new recording mechanism has seen a significant increase in benefit fraud referrals.

2.10 A new Corporate Fraud webpage is currently being prepared in readiness to go live in the summer of 2024. This external webpage will enable the public to report any concerns they may have if they suspect an organisation or individual is committing fraud against the Council.

2.11 The Fraud 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 to a total of 47 employees during the past year. This training was targeted to staff employed within Corporate Resources, Housing and more recently to those employed within the finance section of Social Services. Further sessions are scheduled to cover other service areas during 2024.

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 Member 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 2024.

Data Analytics

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

Section 3 – National Fraud Initiative 2023-24 Matches

- 3.1 The National Fraud Initiative (NFI) is a biennial exercise coordinated by the Cabinet Office across the UK and in Wales by Audit Wales whereby data is extracted from the Council's systems. This data is matched against data submitted from other bodies such as other Local Authorities, DWP, NHS & Trusts, Police and Housing Associations etc. across the UK. 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 current data matching exercise began in October 2022 with data being extracted and forwarded to NFI. The resulting matches were released to the Council in January 2023. A total of 3,393 matches across all areas including housing benefit, council tax reduction scheme, payroll blue badges, creditors and licensing were identified. These matches have been highlighted to the key contacts throughout the Council and work is ongoing to review the matches provided. If a potential fraud is identified, it is referred to the Corporate Fraud Officer for further investigation.
- 3.4 During 2023-24, a total of 1,937 matches have been reviewed resulting in the identification of 189 frauds or errors. Table 1 summarises the results and more details are provided in **Annex 2**.

Table 1 – National Fraud Initiative Data Matching Results 2023-24

Type	Fraud/Error Number	Fraud/Error Value £	Recoverable £	NFI Projected Savings £
Blue Badge	179	-	-	113,767
Creditors	2	7,609	7,609	-
Council Tax Reduction	8	7,787	7,787	3,462
Total	189	15,396	15,396	117,229

- 3.5 This exercise has resulted in a total of £15,396 being identified as potential fraud or error which is all recoverable.

- 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. Full details are at **Annex 3**.
- 3.7 The next biennial NFI data matching exercise is due to commence in October 2024 when data will once again be extracted and forwarded to the NFI. These new matches are due for release in January 2025.

Single Person Discount (SPD)

- 3.8 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.
- 3.9 SPD data was extracted and forwarded to the NFI in October 2023 and matches were produced in December 2023. In total, 3,056 matches have been produced for investigation, and work has commenced on these.
- 3.10 The review of these data matches has resulted in fraud or errors being identified in 95 households during 2023-24. Table 2 summarises the results and more details are provided in **Annex 4**.

Table 2 – NFI Single Person Discount Results 2023

Type	Fraud/Error Number	Fraud/Error Value	Recoverable	NFI Projected Savings
Single Person Discount	95	£4,755	£4,234	£10,333

Section 4 – Counter Fraud & Corruption Work

- 4.1 Internal Audit is a statutory requirement within Local Government. The Council’s internal audit provision is undertaken by the Regional Internal Audit Service, a partnership shared service between Bridgend County Borough Council, Rhondda Cynon Taf County Borough Council, Merthyr Tydfil County Borough Council hosted by the Vale of Glamorgan Council.
- 4.2 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.

- 4.3 The Head of Internal Audit provides an annual report, which gives an overall opinion on the adequacy and effectiveness of the Council's framework of governance, risk management and control based on the audit work undertaken during 2023-24.
- 4.4 The Head of Internal Audit's annual opinion for 2023-24 was "Reasonable Assurance" with no significant cross-cutting control issues identified that would impact on the Council's overall control environment. This opinion statement is included with the Council's Annual Governance Statement.
- 4.5 Potential Fraud matters can be referred directly to Internal Audit and the Corporate Fraud Officer for review during the year. 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.
- 4.6 A total of six potential fraud or irregularity matters were referred directly to Internal Audit for review during 2023-24. These are listed in Table 3.

Table 3 - Counter Fraud & Corruption Work

Counter Fraud & Corruption Work	Outcome	Recovery
Failure to declare housing tenancy at another Council	Removed from Housing waiting list	-
Bank Mandate Fraud	Fact finding report presented and money recovered	£9,694
Misuse of Council mobile phone	Disciplinary process and recovery action taken	£1,750
Misuse of Council time and equipment	Fact finding report presented disciplinary process recommended	-
Possible Theft of Council Diesel	Fact finding report presented	-
Potential Covid Grant Fraud	Ongoing	-

- 4.7 At the conclusion of this work fact-finding reports were presented to Senior Officers to consider the next course of action, such as disciplinary action or recovery action. As illustrated in Table 3, two cases resulted in the recovery of £11,444. The Police were consulted when appropriate to discuss a suitable way forward on relevant cases and where appropriate recommendations were made to improve the control environment.

Section 5 – Joint Working & Partnerships

- 5.1 The Council 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 2023-24 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 Council 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 In 2022/23 the Council agreed to joint working with the Department of Work and Pensions. Throughout 2023-24 this joint working relationship has resulted in several benefit fraud referrals being exchanged between both parties. In addition, the Corporate Fraud Officer continues to work closely with the Council's Revenues and Benefits teams in identifying and investigating all suspected cases of benefit fraud.
- 5.5 The Council's Corporate Fraud Officer is supported by the Regional Internal Audit Service and mentors the Fraud Investigator from Merthyr Tydfil County Borough Council. In addition, a strong working relationship exists with fraud colleagues within Bridgend Council's fraud team and this collaborative working is beneficial to all parties.

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 has been fully considered and integrated into the Counter Fraud Strategy and Framework. This ensures that the counter fraud work being undertaken within the Council 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	The current fraud risk register is being reviewed and updated Liaise with all relevant officers to ensure the register is accurate and amended where necessary.	July 2024
		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	All fraud policies approved in 2022. A review of these is due. The policies include: <ul style="list-style-type: none"> Counter Fraud Strategy & Framework Anti-Fraud, Bribery and Corruption policy, Anti-Money Laundering, Anti-Tax Evasion A Corporate Fraud Enforcement Policy was reviewed by Governance & Audit Committee in December 2023 and subsequently approved by Cabinet in March 2024.	Sept 2024 complete
3	National Fraud Initiative (NFI)	i. To facilitate the timely delivery of the biennial NFI data matches.	Internal Audit / Corporate Fraud Officer	The Corporate Fraud Officer will ensure all data is supplied on time and uploaded to NFI in readiness for new data to be received.	Finalise by September 2024
		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	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 2023 match was received in January 2023 and work is ongoing in readiness to upload the finalised data to NFI in October 2024.	Ongoing
		iv. Regularly monitor progress against recommended matches throughout the duration of the exercise.		Of the 3,393 matches produced, 1,937 have been checked and processed, 14 are being investigated. 189 errors/frauds have been reported.	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 in iDev. And will be released shortly	2024
		ii. Provide ongoing training as required for the duration of the action plan		NFI training is provided as and when required. The Corporate Fraud Officer presents Fraud Awareness sessions to new recruits and on request from any service area. Bespoke Fraud Awareness training has been delivered to key staff within Corporate Resources Housing and the Finance section of Social Services, raising the awareness of the increased threat of fraud and 'phishing scams'.	Ongoing Ongoing Ongoing
5	Governance & Audit Committee – Annual Corporate Fraud Report	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	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 Corporate Fraud Enforcement Policy has been produced and approved. This policy will support the implementation of sanctions including those for welfare fraud.	Completed 2024

No.	Activity	Scope	Responsible	Progress	Completion / Further Action
				A new Benefit Fraud webpage was also introduced in March 2024. This updated webpage has resulted in significant increase in more detailed benefit fraud referrals.	
7	Data Analytics	To maximise the use of data analytics and data matching to match electronic data to detect and prevent fraud.	Internal Audit	<p>Techniques using a data analytics tool have been developed 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>Council systems are reviewed and analysed to aid fraud investigations.</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
8	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
9	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 and will be offered again during 2024</p>	<p>Completed</p> <p>Completed</p>
10	External 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.	<p>Head of Regional Internal Audit Service</p> <p>Corporate Fraud Officer</p>	<p>The Welsh Fraud Officers continue to share ideas and methodology with measures to prevent, detect, disrupt, and punish fraudsters.</p> <p>NAFN also keep the council aware of fraud risk within our sector, sharing intelligence, information, and good practice.</p> <p>The Welsh Chief Auditors Group (WCAG) regularly discuss fraud matters and share intelligence on fraud matters.</p>	Ongoing

No.	Activity	Scope	Responsible	Progress	Completion / Further Action
				Good working relationships are being developed with the DWP to ensure joint working cases are being progressed.	
11	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
12	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.	2024/25

National Fraud Initiative Data Match 2022 - Detailed Results (2023-2024)

NFI	Type / Area	NFI	Frauds/ Errors	Fraud/Error Amount	Recoverable	Cabinet Office Projected Savings
172.1	Blue Badge Parking Permit to DWP Deceased	Yes	172	£0.00	£0.00	£111,800.00
172.7	Badge Parking Permit to Blue Badge Parking Permit - Phone Number	Yes	4	£0.00	£0.00	£17.00
172.8	Blue Badge Parking Permit to Blue Badge Parking Permit - Phone Number	Yes	2	£0.00	£0.00	£1,300.00
172.9	Badge Parking Permit to Blue Badge Parking Permit - Email Address	Yes	1	£0.00	£0.00	£650.00
711	Duplicate records by supplier invoice number and invoice amount	Yes	2	£7,609.20	£7,609.20	£0.00
436.1	Council Tax Reduction Scheme to Pensions	Yes	2	£698.11	£698.11	£119.13
459.1	Council Tax Reduction Scheme to Taxi Drivers	Yes	1	£3,027.49	£3,027.49	£1,426.59
483.1	Council Tax Reduction Scheme to HMRC Earnings and Capital	Yes	1	£3,592.03	£3,592.03	£1,038.18
483.2	Council Tax Reduction Scheme to HMRC Household Composition	Yes	4	£469.18	£469.18	£878.46

Total	189	£15,396.01	£15,396.01	117,229.36
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Colour Coding:
Blue Badge Cancellations
Recoverable by Vale of Glamorgan Council over an undefined period.
Cabinet Office projected savings during financial year (<i>SPD saving based on 2 years</i>).

Annex 3

Cabinet Office Methodology

Data Match	Basis of Calculation of Estimated Savings
Welfare Benefits	Value of sanctions applied plus weekly benefit reduction multiplied by 19
Pensions	Annual pension multiplied by the number of years until the pensioner would have reached the age of 85
Blue Badges	Number of badges confirmed as deceased multiplied by £650 to reflect lost parking and congestion charge revenue
Concessionary Travel	Number of passes cancelled multiplied by £31, based on the cost of reimbursement to bus operators for journeys made under the concessionary pass scheme
Tenancy Fraud	£78,300 per property recovered based on average four-year fraudulent tenancy. Includes: temporary accommodation for genuine applicants; legal costs to recover property; re-let cost; and rent foregone during the void period between tenancies
Right to Buy	£78,200 per application withdrawn based on average house prices and the minimum right to buy discount available
Payroll	£5,000 per standard case - £10,000 for an immigration case
Council Tax SPD	Annual value of the discount cancelled multiplied by two years
Housing Waiting Lists	£4,283 per case, based on the annual cost of housing a family in temporary accommodation and the likelihood a waiting list applicant would be provided a property
Personal Budgets	Monthly reduction in personal budget payment multiplied by three months
Residential Care Homes	£7,000 per case based on the average weekly cost of residential care multiplied by 13
Other Immigration	£50,000 for a removal from the UK case.

National Fraud Initiative – Single Person Discount 2023

NFI Report	NFI	Fraud / Error	Fraud / Error Amount	Recoverable	Cabinet Office Projected Savings
801: Council Tax to Electoral Register	Yes	0	0	0	0
802: Council Tax Rising 18's	Yes	95	£4,755.31	£4,233.84	£10,333.18
803: Council Tax to Other Datasets	Yes	0	0	0	0
815.2: Council Tax to HMRC Household Composition	Yes	0	0	0	0
		95	£4,755.31	£4,233.84	£10,333.18
Colour Coding					
Recoverable by Vale of Glamorgan Council over an undefined period					
Cabinet Office projected savings based on a 2 Year Period					