

Appendix 2

Counter Fraud & Investigation



See it. Report it. Stop it.

Counter Fraud Plan & Strategy 2019/20



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Foreword

“Last year we detected more fraud than previous years. The £3.4m detected represents annual social housing rents for 811 properties or 127 social care placements.

Increasing our resilience to the risk of fraud is our priority to ensure the most vulnerable of our society are not affected by the impact of fraud on our frontline services.

David Kleinberg,
Assistant Director for Counter Fraud & Investigations

The Counter Fraud & Investigation team began operating at an advanced level following government sponsorship in 2014. That grant investment in the service ensured that the best possible resources and capabilities could be leveraged at the issue of fraud and economic crime.

Having the best tools and resources still requires a continually refreshed understanding of the threats local government face and a focus of activity. The service has been part of the Government Counter Fraud Profession, with David Kleinberg the CF&I Assistant Director being seconded to write its standards from 2016.

In 2018 the new part of the department was launched – known as NATIS - the National Investigation Service, which has supported over 40 public authorities across the UK facing serious and organised crime.

Having the new NATIS function working side-by-side with Counter Fraud & Investigation provides access to an enhanced intelligence picture to protect the most vulnerable.

This new strategy & plan takes account of that additional resource and capability – the first of its kind anywhere in the UK, here in Thurrock.

**Counter Fraud
& Investigation**



See it.



Report it.



Stop it.

Our Control Strategy

This year we install our control strategy which defines how we will be working over the next 12 months. This means that all the casework we adopt will be assessed and progressed in consideration of the 4 Questions below.

The Counter Fraud & Investigation team's partnership with the National Investigation Service ensures that we are able to identify at an earlier stage intelligence relating to the key priorities below, particularly those affecting the most vulnerable of society.

Who are We?		What is Our Purpose?	
A specialist function to protect public finance from fraud and serious crime, using our legal framework as a local authority service		1 Protect the public purse from crime 2 Support the wider-public sector with shared, advanced capabilities	
What are Our Priorities?			
Crimes affecting a vulnerable adult or child		Insider threats in local government	
Organised crime targeting local government		Improving local government's resilience to cyber crime	
How do we Succeed?			
Always acting Ethically in everything that we do, working to our values, attitudes and principles		Apply the 4 'P' Strategy to Prevent, Protect and Prepare local government for economic crime, pursuing offenders where necessary	
Consider opportunities to work collaboratively with others for the benefit of our purpose, sharing our knowledge, experience and expertise		Ensure our teams are fully equipped to respond to the threats faced from economic crime	

Fraud Risk Profile

Last year we concluded a risk profile for the entire council to identify the Top 10 Risks faced from fraud and economic crime. That analysis used national intelligence from partner law enforcement agencies, proven cases by the CF&I team and the baseline strategy for local government known as Fighting Fraud & Corruption Locally.



Thurrock Council Annual Fraud Impact Measurement Matrix

	Procurement Fraud	Cyber Crime	Housing Tenancy Fraud	Money Laundering	Council Worker Fraud & Corruption
Annual Council Spend	£118,281,000	N/A	£24,544,000	£122,000,000	£65,385,000
Annual Potential Impact Percentage	4.76%	N/A	4.04%	0.89%	1.07%
Annual Potential Impact	£5,630,176	£1,600,000	£991,578	£1,085,800	£699,620
	Social Care Fraud	Grants Fraud	Insurance Fraud	Blue Badge Fraud	Revenues Fraud
Annual Council Spend	£78,132,000	£266,333	£1,919,081	£10,584,200	£89,976,000
Annual Potential Impact Percentage	4.70%	3.02%	3.99%	3.86%	1.22%
Annual Potential Impact	£3,672,204	£8,043	£76,571	£408,550	£1,097,707

Total Potential Loss Impact **£15,270,249**
Total Amount Under-Investigation **£13,073,905**

Total Proven in 2018/19 **£3,426,474**

Proactive Work Plan

Risk Area	Activity	When	Current Status	Responsible Officer	Date Complete
Council-wide	Launch a new e-Learning Package for Countering Fraud, Bribery, Corruption and Money Laundering.	July – Sep 2019		Michael Dineen	
Council-wide	Develop an early intervention risk matrix for social housing tenants targeted by criminality.	July 2019 – June 2020		Philip Butt	
Council-wide	Cyber crime risk assessment across the council.	Nov 2019		Dave Nash	
Council-wide	Enhancing counter fraud and money laundering controls for Social Care Finance.	Nov 2019		Michael Dineen	
Council-wide	Renewed Education & Marketing Campaign for Countering Fraud, Bribery, Corruption and Money Laundering	January 2020		Nicholas Coker	
Revenues	Use of Data Matching Solution to compare NNDR data with law enforcement data.	July 2019		Nicholas Coker	



New Awareness Campaign



See it. Report it. Stop it.

This year we launch the 'See it, Report it, Stop it' campaign, highlighting the risks the council face from fraud and economic crime as well as some of the case studies and enhanced methods of prevention we utilise.

The campaign will include targeted awareness events for high-risk council areas such as Procurement, Finance, Housing and Social Care.



**Last year we detected
£3.4m of fraud**

**That money pays for 127
Social Care placements**

Seen something suspicious?
Speak to a member of the team
on telephone **03000 999111**
or visit **thurrock.gov.uk/fraud**

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