

# Counter Fraud & Investigation



See it. Report it. Stop it.

## Counter Fraud & Investigation Proactive Work Plan 2023-24

## Proactive Work Plan 2023/24

Risk Area	Activity	When	Current Status	Responsible Officer	Date Completed
Council-wide	<p><b>Training of Staff and Elected Members</b></p> <p>Ensure understanding of the threats posed to the Authority in modern times, including cyber enabled fraud. This is to be tailored to the specific areas and ongoing support offered via a Single Point of Contact within CFI.</p>	June 2023 To Mar 2024	<p>Training has been delivered to Housing Tenancy Teams as well as Social Care teams.</p> <p>A training programme for Members is being drafted and expected to be delivered in early 2024.</p>	Counter Fraud Manager	
Council-wide	<p><b>Review all relevant policies concerning Fraud including the Fraud Strategy</b></p> <p>Ensuring that all hold the most up to date legislative information as well as ensuring best practice is always adhered to.</p>	Mar 2024	This is underway by the CFM and will be completed prior to the target end date.	Counter Fraud Manager	
Council-wide	<p><b>Targeting POCA and Civil Legislation to maximise effect on criminal behaviour</b></p> <p>Ensure that CFI utilise the appropriate legislation to maximise the effects on criminals and ensure that our vision of protecting the public purse is adhered to by promoting this work.</p>	Mar 2024	This continues to be utilised by the team and will continue to do so throughout the year.	Counter Fraud Manager	
Housing	<p><b>Proactive High Risk Housing Project</b></p> <p>To work with the Housing department and local police hubs to complete at least 4 proactive operations in areas of high-risk housing. This should be taking place once a quarter.</p>	Mar 2024	This will be undertaken over the coming months, with the CFM being recruited at the end of Q1, progress on this is on target and will be developed in the last 6 months of the year	Counter Fraud Manager	
Council-wide	<p><b>Develop NFI systems and upload process</b></p> <p>To establish a process and work-flow for all NFI updates with leads from all areas involved. Develop relevant responses and establish flow of cases to the Counter Fraud &amp; Investigation Team.</p>	Sep 2023	The CFI response to NFI has been implemented and the CFI is working with departments across the Authority to ensure the best results come from the initiative. Further updates will be given throughout the year.	Counter Fraud Manager	Aug 2023

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Social Care	<p><b>Undertake a review of Social Care (Direct Payments)</b></p> <p>The Counter Fraud &amp; Investigation team will work with the Social Care teams and review those applicants for 'direct payments'.</p>	Jan 2024	This will take place after the training of the Social Care teams and is expected to be delivered in time.	Counter Fraud Manager	