

Counter Fraud Services

The following table details the various activities currently in scope for Counter Fraud Services provided by Audit Cotswolds Investigations (live project). The right column shows which service is offered by each partner Cheltenham (C) Forest of Dean (F), Cotswold (CO) and West Oxfordshire (WO). To be made permanent subject to business case approval in 2016/17. This is under discussion with all Councils in 2020 Vision Programme, plus others in Gloucestershire/Oxfordshire, plus housing Associations in the region. Anything specifically out of scope will be listed at the end.

Corporate	
Advice and attendance at meetings in the role as corporate investigators to the Council	C/ CO / WO / F
Regular attendance at Audit Committee or equivalent.	C/ CO / WO / F
Counter Fraud advice to Officers and Members in relation to fraud, theft, bribery and corruption	C/ CO / WO / F
Advice in relation to the counter fraud strategy and response of the Council.	C/ CO / WO / F
Dealing with internal Complaints.	C/ CO / WO / F
Investigation of employment, civil and criminal referrals	C/ CO / WO / F
Delivering the CIPFA defined strategy for counter fraud	C/ CO / WO / F
Delivering the Government strategy of Fighting Fraud Locally for the Council	C/ CO / WO / F
Providing information to Audit Committee and Senior Management over all aspects of the Council's counter fraud activity	C/ CO / WO / F
Counter Fraud Activity	
Investigate fraudulent CTRS claims and apply appropriate sanction	C / F
Raise debtor accounts for CTRS fraud overpayments/administrative penalties if applicable	C / F
Act as SPoC for benefit fraud investigation purposes with DWP	C
Tenancy fraud investigation and application of appropriate sanction / prosecution for all of the partners plus external housing associations	C / CO / WO / F
Monitoring court cost and raise invoices accordingly	C / CO / WO / F
Produce, verify and return government performance and statistical information e.g. transparency data, DCLG returns etc.	C / CO / WO / F
To investigate all suspicions of fraud, corruption, bribery or theft, within or against the Council, in accordance with the Criminal Procedures and Investigations Act 1996 (CPIA).	C / CO / WO / F
To consider reputational damage and the public interest test when investigating any instances of fraud, corruption, bribery or theft.	C / CO / WO / F
To conduct interviews under caution when appropriate in accordance with the Police and Criminal Evidence Act 1984 (PACE).	C / CO / WO / F
To undertake any surveillance operation or obtaining any communications data, adhering to the Regulation of Investigatory Powers Act 2000 (RIPA) – this is applicable when undertaking criminal investigations only.	C / CO / WO / F
To comply with the Data Protection Act 1998 when obtaining or processing personal	C / CO / WO / F

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data.	
To report to the appropriate Senior Officer(s) (Director or equivalent) for decisions in relation to further action.	C / CO / WO / F
To enable the Council to apply appropriate sanctions, to include criminal proceedings, and to assist in the recovery of losses in accordance with the Council's Prosecution Policy.	C / CO / WO / F
To prepare Witness Statements and prosecution paperwork for the Council's Legal Department.	C / CO / WO / F
To attend and present evidence in the Magistrates Court, the Crown Court and Employment /Appeal Tribunals.	C / CO / WO / F
To provide recommendations to inform policy, system and control improvements.	C / CO / WO / F
To provide fraud awareness training and updates for Councillors and staff.	C / CO / WO / F
To publicise successes where appropriate	C / CO / WO / F
To liaise with Head of Internal Audit in relation to control and risk if identified during investigations	C / CO / WO / F
To liaise with S151 officers	C / CO / WO / F
To report to Audit Committee for performance of service and counter fraud activity	C / CO / WO / F
To liaise with other investigators / enforcement agencies	C / CO / WO / F
Value added work with regard to fraud risk within the Council e.g. new starters vetting	C / CO / WO / F
Identify areas of fraud risk and conduct fraud drives	C / CO / WO / F
Identifying training needs across the County and organising attendance / provision of training	C / CO / WO / F
Annual report on Counter Fraud Activity	C / CO / WO / F
Draft and maintain policy and procedures for the service	C / CO / WO / F
Apply civil penalties as appropriate	C / CO / WO / F
Extend assistance to internal audit team with regard to NFI exercise	C / CO / WO / F
Liaison with Police, Trading Standards and other agencies	C / CO / WO / F
Data Warehouse	
Extract data files from Council services systems	C / CO / WO / F
Cleanse and process data for matching	C / CO / WO / F
Match data and review to generate fraud referrals/anomalies/updates	C / CO / WO / F
Coordinate data extraction with each service area for matching requirements	C / CO / WO / F
Build intelligence data set for fraud investigation and debt recover and general Council use	C / CO / WO / F
Manage and maintain data base and software	C / CO / WO / F
Raise debts and bills for partner use of data warehouse	C / CO / WO / F
Draft and maintain legal agreements for data sharing	C / CO / WO / F
Liaison with ICT	C / CO / WO / F
Liaison with software supplier and maintenance of contract	C / CO / WO / F
Head of Audit Cotswolds Investigations	
Manage the Counter Fraud Service	C / CO / WO / F

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Manage the Internal Audit Service	C / CO / WO / F
Meet with the S151 Officers as the Audit Partnership Board	C / CO / WO / F
Prepare and maintain Service Delivery Plans linked to organisational objectives	C / CO / WO / F
Prepare and enter Bids for client works	C / CO / WO / F
Prepare, negotiate and agree Contracts, Service Level Agreements or other means of engagement with existing and potential new clients	C / CO / WO / F
Market and publicise the service e.g. CIPFA awards	C / CO / WO / F
Network with other providers, potential clients and potential partners	C / CO / WO / F
Network with universities, colleges and institutes to source new staff	C / CO / WO / F
Source agency and contractor staff, including interview and testing of candidates	C / CO / WO / F
Manage performance of service and staff	C / CO / WO / F
Investigate complaints against the service or staff	C / CO / WO / F
Service disciplinary, competency and grievance cases	C / CO / WO / F
Review service for efficiency savings	C / CO / WO / F
Source income streams and opportunities	C / CO / WO / F
Delivery of service in line with KPIs	C / CO / WO / F
ICT Software	
Maintain case management systems	C / CO / WO / F
Maintain access / parameters for data warehouse	C / CO / WO / F
Maintain fraud data mining tools	C / CO / WO / F
Craft interrogation scripts and analyse data	C / CO / WO / F
Seek access to relevant systems for investigation purposes	C / CO / WO / F
Maintain service risk register (Covelent)	CO
Other	
Provision of Counter Fraud to: <ul style="list-style-type: none"> Gloucestershire Tenancy Fraud Forum organisations Cheltenham Borough Homes Ltd Ubico Ltd Gloucestershire County Council Gloucester City Council Stroud District Council South Oxfordshire District Council Vale of the White Horse District Council Oxford City Council (Oxfordshire Counter Fraud Hub Lead) 	
Collaborative working with Oxfordshire County Council	