

**Appendix 1**  
**South Northants Council (SNC) and Cherwell District Council (CDC)**  
**Draft Corporate Fraud Business Plan 2015-2016**  
**Main Targets**

Objective	Target	Target Date	Progress
<u>Objective 1</u>  Complete National Fraud Initiative referrals for Council Tax and Housing Benefit for both SNC and CDC	Weekly target of 50 to be achieved	August 2015 for all matches to have been looked at and in progress  All matches need to be completed and reported by <b>30.09.2015</b>	CDC Council Tax Single Person Discount matches have been closed where possible and there are 150 that require review letters. SNC matches are still under review which should be completed by 31.03.2015  Housing Benefit matches for SNC and CDC have not been opened yet.
<u>Objective 2</u>  To undertake 23 CDC on-going investigations	Cases to have been reviewed and appropriate action taken	For all on-going cases to have been reviewed and closed where possible by <b>31.03.2015</b> and any cases requiring investigation to continue	Cases have been reviewed and will have all been update with most recent action by 20.03.2015
<u>Objective 3</u>  To consult with Revenues Manager, prepare reports for members as appropriate and implement penalties for CT and changes at SNC as appropriate	To consult and produce a procedure	<b>30.6.2015</b>	.
<u>Objective 4</u>  To successfully recruit to Corporate Investigation Officer post with training/induction plan in place.	To have trained effective officer in post	To have officer in post by the <b>31.03.2015</b> For training to be completed by <b>31.09.2015</b>	New officer has been offered conditional position, awaiting references and medical clearance

<p><u>Objective 5</u></p> <p>To investigate available systems to support fraud work including data sharing and draft any related business case for development</p>	<p>System in place and functioning to support corporate fraud</p>	<p><b>30.09.2015</b></p>	<p>Meeting with software provider arranged for 17.03.2015.</p>
<p><u>Objective 6</u></p> <p>Collaborative working with partners</p>	<p>Plan in place to enhance partnership working</p>	<p><b>30.10.2015</b></p>	<p>Potential partners identified</p>
<p><u>Objective 7</u></p> <p>Internal Communication plan to increase fraud prevention and awareness</p>	<p>Plan in place and agreed by JMT</p>	<p><b>30.06.2015</b></p>	
<p><u>Objective 8</u></p> <p>External communication plan to increase fraud prevention and awareness</p>	<p>Plan in place and agreed by JMT</p>	<p><b>31.07.2015</b></p>	
<p><u>Objective 9</u></p> <p>Review of corporate fraud policies</p>	<p>Policies to be reviewed and any changes agreed by Audit committees</p>	<p><b>30.9.2015</b></p>	<p>Whistleblowing and anti-fraud polices reviewed In March 2015</p>
<p><u>Objective 10</u></p> <p>Establish performance targets</p>	<p>Targets to be agreed</p>	<p><b>31.03.2015</b></p>	<p>Targets have been drafted, final agreement needed</p>

<u>Objective 11</u>  Data sharing opportunities to be investigated (including IT)	Data sharing barriers removed within the council and with external bodies when needed and SLA's in place where possible.	<b>31.12.2015</b>	
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## 2 Action Plan to achieve objectives

Proposed Action	Milestone Tasks	Responsible Person	Partners to consult / engage	Target Date	Success Indicator	Progress ()
<p><i>Objective 1: Complete NFI for both CDC and SNC</i></p>	<ul style="list-style-type: none"> <li>• <i>Estimate initial workload by Feb 15</i></li> <li>• <i>Develop a plan for completion of referrals by 28<sup>th</sup> Feb15</i></li> <li>• <i>Monitor workloads on weekly basis</i></li> <li>• <i>Monthly statistics to feed into team performance and corporately</i></li> <li>• <i>End of project report with further actions</i></li> </ul>	<p><i>Senior Investigations Officer</i></p>	<p><i>Investigations Officer</i></p>	<p><i>End target date of 01.10.2015</i></p>	<p><i>That all of the matches have been actioned</i></p>	<p><i>Plan for completion of referrals agreed</i></p> <p><i>Completion target of 50 per week agreed.</i></p> <p><i>Performance will be monitored monthly with feedback to all stakeholders</i></p> <p><i>Progress as at March 15 - 10%</i></p>
<p><i>Objective 2: Undertake CDC on-going investigations</i></p>	<ul style="list-style-type: none"> <li>• <i>Handover of existing cases</i></li> <li>• <i>Weekly updates on cases</i></li> </ul>	<p><i>Senior Investigations Officer</i></p>	<p><i>Legal, Service Assurance, Customer Services</i></p>	<p><i>Dependant on Court availability</i></p>	<p><i>That all cases are carried out and completed in a timely manner</i></p>	<p><i>Progress as at March 15 – 20%</i></p>
<p><i>Objective 3: To consult with Revenues Manager, prepare reports for members as appropriate and implement penalties for</i></p>	<ul style="list-style-type: none"> <li>• <i>Prepare initial report by 30<sup>th</sup> April 2015</i></li> <li>• <i>Meeting with Revenues Manager by</i></li> </ul>	<p><i>Senior Investigations Officer</i></p>	<p><i>Revenues Manager,</i></p>	<p><b>30.7.2015</b></p>	<p><i>Decision as to whether to implement penalties</i></p>	

<p><i>Council Tax and changes at SNC as appropriate</i></p>	<p>30.5.2015</p> <ul style="list-style-type: none"> <li>• <i>Report to Budget Committee 10.6.15</i></li> <li>• <i>Report to Cabinet 13.7.15</i></li> </ul>					
<p><i>Objective 4: Successfully recruit to Investigations Officer Post</i></p>	<ul style="list-style-type: none"> <li>• <i>Recruitment to be completed by 27.02.2015</i></li> <li>• <i>Source Corporate Fraud training and other appropriate training identified by Senior Investigations Officer or Fraud Investigator</i></li> </ul>	<p><i>Senior Investigations Officer</i></p>	<p><i>Fraud Investigator</i></p>	<p><b>31.09.2015</b></p>	<p><i>Training is booked and the plan is ready for Fraud Investigators start date</i></p>	<p><i>Officer has accepted conditional offer, awaiting medical clearance and references</i></p>
<p><i>Objective 5: To investigate available systems to support fraud work including data sharing and draft any related business case for development</i></p>	<ul style="list-style-type: none"> <li>• <i>Meeting with IT provider 17.03.15 to discuss solutions</i></li> <li>• <i>Networking to find out what solutions other Councils are using</i></li> <li>• <i>Options appraisal report by 30.06.2015</i></li> </ul>	<p><i>Senior Investigations Officer</i></p>	<p><i>Welfare and Debt advice Manager</i></p>	<p><b>30.09.2015</b></p>	<p><i>New system is in place to support fraud work</i></p>	<p><i>Meeting arranged with IT provider.</i></p>

	<ul style="list-style-type: none"> <li>• <i>Business case by 31.07.2015</i></li> <li>• <i>Implementation by 30.09.2015</i></li> </ul>					
<p><u>Objective 6:</u></p> <p><u>Collaborative working partnerships</u></p>	<ul style="list-style-type: none"> <li>• <i>Identify internal partners and arrange meetings by March 2015:</i></li> <li>• <i>Meeting with CSC on 12.03.2015 SNC and at CDC on 01.04.2015</i></li> <li>• <i>Housing Meetings to take place by the 30.04.2015</i></li> <li>• <i>Housing Associations identified and meetings arranged by the 31.05.2015</i></li> </ul>	<p><i>Senior Investigations Officer</i></p>	<p><i>Fraud Investigator, Revenues, Housing, Customer Services,</i></p>	<p><b>31.05.2015</b></p>	<p><i>Partnership working established</i></p>	<p><i>Meetings arranged with CDC and SNC Customer service.</i></p> <p><i>Contacted Housing at CDC and SNC to arrange attendance at team meetings.</i></p>
<p><u>Objective 7:</u></p> <p><u>Communications Plan</u></p>	<ul style="list-style-type: none"> <li>• <i>Plan to be drafted</i></li> <li>• <i>Agreement by JMT by the 30.06.2015</i></li> </ul>	<p><i>Senior Investigations Officer</i></p>	<p><i>Welfare and Debt Advice Manager</i></p> <p><i>JMT</i></p>	<p>30.06.2015</p>	<p><i>Communication plan is in place and actioned</i></p>	

<p><i>Objective 8</i></p> <p><i>External Communication plan to increase fraud prevention and awareness</i></p>	<ul style="list-style-type: none"> <li><i>Plan in place and agreed by JMT by the 31.07.2015</i></li> </ul>	<p><i>Senior Investigations Officer</i></p>	<p><i>Welfare and Debt Advice Manager</i></p> <p><i>JMT</i></p>	<p><i>31.07.2015</i></p>	<p><i>Communication plan is in place and actioned</i></p>	
<p><i>Objective 9</i></p> <p><i>Review Corporate Fraud Policies</i></p>	<ul style="list-style-type: none"> <li><i>Identify current Corporate Policies – March 2015</i></li> <li><i>Whistleblowing policy and Anti Fraud, Corruption and Bribery strategy to be reviewed and endorsed by 31.03.2015</i></li> <li><i>Codes of Conduct and ethics for Corporate Fraud Team to be drafted by 31.04.2015</i></li> <li><i>Anti-Bribery Policy to be reviewed by 31.04.2015</i></li> <li><i>Anti-Corruption Policy to be reviewed by 31.04.2015</i></li> <li><i>Pecuniary interests and conflicts of</i></li> </ul>	<p><i>Senior Investigations Officer</i></p>	<p><i>Audit Committee</i></p> <p><i>Welfare and Debt Advice Manager</i></p>	<p><i>Audit Committee 18.3.15 for</i></p> <p><i>Audit Committee 25.6.15</i></p> <p><i>Audit Committee 17.9.15</i></p>	<p><i>Policies have been reviewed and endorsed</i></p>	<p><i>Whistleblowing policy and Anti-Fraud, Corruption and Bribery Policy reviewed March 2015</i></p>

	<p><i>interests policies and register to be reviewed by 31.05.2015</i></p> <p><i>Gifts and Hospitality policy and register to be reviewed by 31.05.2015</i></p>					
<p><i>Objective 10</i></p> <p><i>Establish Performance Targets</i></p>	<ul style="list-style-type: none"> <li><i>• Targets to be established and agreed by 31.03.2015</i></li> <li><i>• Monitor by corporate system</i></li> </ul>	<p><i>Senior Fraud Investigator</i></p> <p><i>Welfare and Debt Advise Manager</i></p>	<p><i>Welfare and Debt Advise Manager</i></p>	<p><i>31.03.2015</i></p>	<p><i>Targets and in place and met</i></p>	<p><i>Targets have been established</i></p>
<p><i>Objective 11</i></p> <p><i>Data Sharing Opportunities to be investigated (including IT)</i></p>	<ul style="list-style-type: none"> <li><i>• Access to HB/CTR systems at both councils by March 2015</i></li> <li><i>• Access to electoral roll by March 2015</i></li> <li><i>• Investigate data sharing barriers within the council and with external bodies to start September 2015</i></li> </ul>	<p><i>Senior Investigations Officer,</i></p>	<p><i>Welfare and Debt Advise Manager</i></p>	<p><i>30.09.2015</i></p>		<p><i>HB/CTR system access achieved March 2015</i></p> <p><i>Access to electoral register granted in March 2015</i></p>



	<ul style="list-style-type: none"><li>• <i>Progress report by 31<sup>st</sup> October 2015</i></li><li>• <i>SLA's in place where needed</i></li></ul>					
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