

Welwyn Hatfield Borough Council

Anti-Fraud Plan 2024-2025

In partnership with

The Hertfordshire Shared Anti-Fraud Service



**WELWYN
HATFIELD**



SAFS

*Shared Anti-Fraud Service
Fighting Fraud in Partnership*

<u>Contents</u>	Page No.
Introduction	2.
The National Context	3.
SAFS Resources for 2024- 2025	4.
SAFS KPIs & Standards of Service	7.
Appendices	
A. Anti-Fraud Action Plan 2024-2025	8.
B. SAFS KPIs 2024-2025	9.

Introduction

This plan supports the Councils **Anti-Fraud and Corruption Policy** by ensuring that Welwyn and Hatfield Council, working in partnership with the Hertfordshire Shared Anti-Fraud Service and others, has in place effective resources and controls to prevent and deter fraud as well as investigate and pursue fraud when it occurs.

The Councils published Anti-Fraud and Corruption Policy states;

2.1 The Council will not tolerate fraudulent or corrupt acts and will take firm action against those who defraud the authority, who are corrupt or engage in financial malpractice.

2.2 The Council will fulfil the responsibility to reduce fraud and protect our resources by a strategic approach consistent with that outlined in the Fighting Fraud and Corruption Locally Strategy 2020 and CIPFA's Managing the Risk of Fraud and Corruption.

2.3 The Council's employees and Members have a key role in maintaining this culture. The Council has implemented effective whistleblowing arrangements and employees and Members are encouraged to raise any serious concerns about the Council's work, including any reasonable belief that fraud or corruption is occurring.

2.4 The desired culture is reinforced through the Council's behavioural competencies which are embedded in policies and procedures, where values of openness and honesty are specifically mentioned.

2.5 The Council aims to learn from any incidences of fraud or corruption and where there have been breakdowns in systems, procedures or governance arrangements, these will be reviewed and will be controls put in place to prevent a reoccurrence.

2.6 We will Work with our partners and other investigative bodies to strengthen and continuously improve our arrangements to prevent fraud and corruption.

This plan includes objectives and key performance indicators that support the Council's Policy and follows the latest best practice/guidance/directives from the Department for Levelling Up Housing and Communities (DLUHC), National Audit Office (NAO), Local Government Association (LGA) and the Chartered Institute for Public Finance and Accountancy (CIPFA).

National Context.

In 2013 the National Fraud Authority stated that the scale of fraud against local government “is large, but difficult to quantify with precision”. Since 2013 a number of reports have been published including by CIPFA, NAO and Fraud Advisory Panel indicating that the threat of fraud against local government is both real, causing substantial impact (including reputational, service as well as financial) and should be prevented wherever possible.

In 2022 the Public Sector Fraud Authority (Cabinet Office) published a report stating that in 2021/22 the public sector had experienced more than 5 million acts of fraud, that more than £33bn in public money was lost to fraud each year and that fraud against the Covid-19 Financial Support packages alone had cost £19bn. These figures are more recent, but still dated with the overall financial impact on local government between 2020 and 2024, they do however reflect the ongoing significant risk of fraud that local authorities face.

The *Fighting Fraud and Corruption Locally, A Strategy for the 2020’s*, published in March 2020 and supported by CIPFA, the LGA, SOLCACE and External Auditors provides a framework for the Council to adopt in developing its counter fraud activity and this Anti-Fraud Plan follows the guidance and recommendations of the *Strategy*. A copy of the *Strategy* can be found at <https://www.cipfa.org/services/cipfa-solutions/fraud-and-corruption/fighting-fraud-and-corruption-locally>

The *Strategy* complement work undertaken in 2019 by CIPFA, NAO and Cabinet Office as well as the *Code of practice on managing the risk of fraud and corruption* CIPFA 2015 including the four ‘Pillars’ of **Govern Acknowledge, Prevent, Pursue** with an overarching aim of **Protect**:

For the Council this includes protecting public funds it administers and protecting the Council and its residents against fraud and cybercrime.



Anti-Fraud Plan 2024-2025

The Council's Anti-Fraud Plan will be managed by the Hertfordshire Shared Anti-Fraud Service (SAFS), but officers at all levels across the Council will have responsibility for ensuring that the plan is delivered and the Council protected against acts of fraud and corruption.

The Anti-Fraud Plan highlights specific areas of work to protect the Council against fraud and corruption. The Council also has a duty to protect the public and it does this through its work across all services and in particular by sharing information and knowledge. The Council has frameworks and procedures in place to prevent fraud and encourage staff and the public to report suspicions of fraud.

The Anti-Fraud Plan for 2024-2025 follows the guidelines and checklists contained in the *Fighting Fraud and Corruption Locally Strategy* and progress against this will be reported to senior management and the Council's Audit and Governance Committee. A break-down of work included in the Plan can be found at **Appendix A** along with the officers with responsibility for ensuring the plan is delivered.

SAFS Resources 2024-2025

Anti-Fraud Arrangements

The Council joined the Hertfordshire Shared Anti-Fraud Service (SAFS) in April 2023 and this service has provided the majority of the anti-fraud arrangements for the Council since then. The SAFS Partnership, as well as Welwyn and Hatfield Council, includes Broxbourne Borough Council, Hertsmere Borough Council, Hertfordshire County Council, Luton Borough Council, North Herts Council, East Herts Council and Stevenage Borough Council. The SAFS also provides services to other public sector bodies across Hertfordshire.

The SAFS Core Service is made up of 22 full time equivalent staff for 2024/25. All staff are trained and accredited specialising in fraud prevention, fraud investigation, fraud awareness, fraud risk assessment as well as proceeds of crime, anti-bribery and anti-money laundering. All staff are required to members of the Counter Fraud Profession- or working toward this via professional qualification or apprenticeships.

The SAFS Team has won awards for the services it provides including the *Tackling Economic Crime Awards* (TECAS), the *Institute of Revenue Rating and Valuation* (IRRV), the *Public Finance Awards* (PFA), and most recently in February 2024 the *Public Sector Counter Fraud Awards* in the categories for '*Local Excellence*' and '*Public-Private Partnership Excellence*'.

SAFS is a Partnership with Hertfordshire County Council providing a contracted service for all Partners. SAFS, as a service, has a number of key objectives developed by its Management Board (the Board) and every Partner has a seat on that Board. For Welwyn and Hatfield Council the Executive Director (Finance and Transformation) will be the Board representative with the Head of Finance acting as their deputy.

Although SAFS will provide much of the Council's operational counter fraud work Council officers are responsible for ensuring the policies, procedures, training and appropriate resources are in place to protect the Council from fraud, corruption and bribery.

Budget

In December 2023 the SAFS Board agreed fees for all Partners from April 2024. The Board also received assurance from financial modelling that the service would be sustainable, in its current form, for the next three years. A service review is currently underway with an external organisation looking at the whole service for the SAFS Board and new contracts will be developed for all Partners over the next two years.

Fees for Welwyn Hatfield Borough Council for 2024-2025 have been set at £139,320 + VAT.

Staffing

The full complement for SAFS in 2024-2025 is planned to be 22 FTE for its Core Service.

The Council will have access to 334 days of counter fraud work, access to intelligence functions of the service, all data-matching services being offered through the SAFS Data-Hub and Herts *FraudHub* (hosted by Cabinet Office) and can call on SAFS management for liaison meetings, management meetings and three reports per annum to the Audit Committee. An Accredited Financial Investigator is available to assist in money laundering or proceeds of crime investigations.

SAFS has access to specialist IT forensics, covert surveillance and national counter fraud intelligence services provided via third parties and criminal litigation services to support the Council's legal team.

SAFS will provide alerts (local and national) to Council officers and senior management of new and emerging fraud risks through its membership of anti-fraud forums and specialist providers including the Fighting Fraud and Corruption Locally Board (FFCLB) the Credit Industry Fraud Avoidance Service (CIFAS), Certified Institute of Public Finance and Accountancy (CIPFA) Finance, National Fraud Intelligence Bureau (NFIB), Fraud Advisory Panel (FAP) and the National Anti-Fraud Network (NAFN).

Workplans & Projects 2024-2025

As well as an agreed programme of work (see **Appendix A**) SAFS will work in the following areas delivering specific activity agreed with service managers. Progress with this work will be reported to the relevant head of service/managers.

Service Area	Agreed Projects
<p>Cross Cutting Corporate Initiatives</p>	<p>General Support. Three Reports to Audit Committee. SAFS attendance at management meetings. Assisting with the review of the Council's existing anti-fraud policies. Money Laundering Reporting Officer (MLRO) role. Assist with NFI Upload and Output and the Herts FraudHub. Assisting with Payroll fraud matters including disciplinary investigations. Identify new fraud risks and fraud alerts across all Council services and providing a resource to support any investigation, reporting or risk assessment required from any emerging fraud or corruption.</p> <p>Training. Ten fraud training/awareness events for staff/members in year delivered face to face/virtually/hybrid. Review of the E-training package on fraud/bribery/money laundering – accessible via the Council's intranet. Roll out of NAFN training and registration for appropriate services/officers.</p> <p>Procurement. Continue to develop a bespoke risk assessment for fraud in procurement/contracts.</p>
<p>Revenues and Benefits.</p>	<p>This work will be arranged with the <i>Shared Revenue and Benefit Service</i>. Proactive training and awareness for management and front-line staff. Reactive investigations for housing benefit, council tax support/discount and business rate fraud. Support for Single Person Discount/Empty Homes review utilising 3rd party framework. Identify systems/processes/new developments to assist in recovery of debt created by fraud. Use of data-analytics to identify fraud/evasion of business rate liability and collection (Analyselocal Project). Joint working with DWP where council tax support and other 'national' benefits are in</p>

	payment.
Housing Services	<p>This work will be arranged with the Council’s housing services and in partnership with Clarion Housing Group, Catalyst Housing (now part of Peabody), B3Living and other housing providers with stock within the Council’s area.</p> <p>Proactive training and awareness for senior leadership and front-line staff.</p> <p>Reactive investigations for Housing Application, Tenancy fraud and support for RTB process.</p> <p>Targets include:</p> <ul style="list-style-type: none"> • 12 social homes secured from sub-letting, or other unlawful tenancy breaches, or acts of fraud against the housing application/homelessness process. • Programme of work to support the Council’s plans to improve the use of Tenancy Audits, through improved use of intelligence/data analytics and the sharing of fraud trends around misuse of social housing. • 100% review of RTB & Succession applications. <p>Review housing register to identify fraud risks and, where appropriate, investigate these.</p>

SAFS Key Performance Indicators (KPI) & Standards of Service.

SAFS will work to a set of KPIs agreed with senior officers and these targets will assist in delivering the Council's Anti-Fraud Plan. The KPI's can be found at **Appendix B** and will be reported to senior officers and Audit and Standards Committee throughout the year.

SAFS - Standards of Service.

SAFS will provide the Council with the following anti-fraud services.

1. 24/7 Access to a fraud hotline, email and online solution for public reporting.
2. Process for Council staff to report suspected fraud to SAFS via email/phone/weblinks.
3. Training in: Fraud Awareness (management/staff/members), Fraud Prevention, Identity Fraud and Money Laundering.
4. A Money Laundering Reporting Officer service as laid out in the relevant Council policies.
5. Assistance in the design/review of Council policies, processes, and documents to deter/prevent fraud.
6. SAFS will design shared/common anti-fraud strategies and policies or templates to be adopted by the Council.
7. SAFS will continue to develop with the Cabinet Office and Council officers a data-matching solution (NFI- Herts *FraudHub*) to assist in the early identification and prevention of fraud.
 - The FraudHub will be funded by the Council.
 - The FraudHub will be secure and accessible only by nominated SAFS and Council Staff.
 - Data will be collected and loaded in a secure manner.
 - SAFS will design and maintain a data-sharing protocol for all SAFS Partners to review and agree annually.
 - SAFS will work with Council officers to identify datasets (and frequency) of the upload of these.
 - SAFS will work with Council officers to determine the most appropriate data-matching.
8. All SAFS Staff will be qualified, trained and/or accredited to undertake their duties lawfully.
9. All SAFS investigations will comply with legislation including DPA, GDPR, PACE, CPIA, HRA, RIPA* and relevant Council policies.
10. Reactive fraud investigations.
 - Any high profile, high value, high risk cases or matters reported by senior managers will receive a response within 24 hours of receipt.
 - All cases reported to SAFS will be reviewed within 2 days of receipt and decision made on immediate action including selection of cases for further review, no action, investigation, or referral to 3rd parties including police, DWP, Action Fraud.
 - The Council will be informed of all reported fraud affecting its services.
 - SAFS will allocate an officer to each case.
 - SAFS officers will liaise with nominated officers at the Council to access data/systems to undertake investigations.
 - SAFS officers will provide updates on cases and a summary of facts and supporting evidence on conclusion of the investigation for Council officers to review and make any decisions.
 - Where criminal offences are identified SAFS will draft a report for Council officers to decide on any further sanctions/prosecutions.
11. Where sanctions, penalties or prosecutions are sought SAFS will work with the Council to determine the appropriate disposal in line with the Council's policies.
12. SAFS will provide Alerts to the Council, of suspected fraud trends or reports/guidance from government and public organisations that are relevant to fraud.
13. SAFS will provide reports to senior management on the progress with delivery of this Plan and any other relevant activity planned or otherwise.
14. SAFS will provide reports through the SAFS Board and to the Council's Audit Committee as agreed in the SAFS Partnership Contract.

**Data Protection Act, General Data Protection Regulation, Police and Criminal Evidence Act, Criminal Procedures and Investigations Act, Human Rights Act, Regulation of Investigatory Powers Act, Investigatory Powers Act.*

Appendix A.

WHBC / SAFS Action Plan 2024/2025			
FFCL Pillars	Objectives	Activities	Responsible Officer
Governance	Having robust arrangements and executive support to ensure anti fraud, bribery and corruption measures are embedded throughout the Council.	The Council has in place an Anti-Fraud and Corruption Strategy & Fraud Response Plan and associated policies to deter, prevent, investigate and punish acts of fraud or corruption. Review and update the Councils Money Laundering/ Bribery/ Whistleblowing/ Cyber-Crime Policies	Executive Director (Finance and Transformation)
		The Councils Audit Committee will receive regular reports during the year about the arrangements in place to protect the Council against fraud.	Executive Director (Finance and Transformation) /Head of SAFS
		Audit Committee and its Chairman, along with the senior management team, will ensure compliance with the latest best practice in the Councils anti-fraud arrangements.	AC Chairman/ Executive Director (Finance and Transformation) / Monitoring Officer
		System/process weaknesses or risks revealed by instances of actual fraud will be fed back to departments/services with recommendations to manage/mitigate these risks. Reports will be shared with senior managers or Internal Audit to review outcomes and management response to recommendation.	Head of SAFS/ Head of SIAS
		The Council will publish its 'Fraud Data' to comply with the Transparency Code each year	Head of SAFS
		The Council will make it clear through its policies and codes of conduct for staff and elected members that fraud and corruption will not be tolerated.	Monitoring Officer / Human Resources and Organisational Development Manager
ACKNOWLEDGE	Accessing and understanding fraud risks. Committing the right support Demonstrating a robust anti-fraud response. Communicating risks	Inclusion of Fraud Risks and actions to manage/mitigate/reduce this in its Annual Governance Statement.	Executive Director (Finance and Transformation)
		The Council will publicise anti-fraud campaigns and provide internal communications to staff on fraud awareness/prevention.	Head of SAFS/ Assistant Director (Customer and Transformation)
		The Council will provide fraud awareness & specific anti-fraud training across all Council services and implement E-Learning modules available for staff that is mandatory for all.	Human Resources and Organisational Development Manager / Head of SAFS
		The Council is a member of the Hertfordshire Shared Anti-Fraud Service (SAFS).	Executive Director (Finance and Transformation)
		The Shared Internal Audit Service (SIAS) will take account of known or emerging fraud risks when audit activity is being planned. SIAS will also report any suspected fraud to senior management and SAFS to review.	Head of SIAS
PREVENT	Making the best use of information and technology. Enhancing fraud controls and processes. Developing an effective anti-fraud culture. Communicating activity and successes.	SAFS will provide fraud alerts and new and emerging fraud threats to be disseminated to appropriate officers/staff/services.	Head of SAFS
		SAFS will work with all Council services to make best use of 3rd party providers such as NAFN, PNLD, CIPFA, CIFAS.	Head of SAFS
		Develop the Councils use of the Herts FraudHub and support Council officers with the putput from NFI 2022/2023 Exercise	Head of SAFS/ Executive Director (Finance and Transformation)
		The Council will work with other organisations, including private sector, to improve access to data and data-services that will assist in the detection or prevention of fraud.	Head of SAFS/ Executive Director (Finance and Transformation)
		SAFS will provide reports to the SAFS Board quarterly on anti-fraud activity across the Partnership and any learning to be shared across all Partners	Head of SAFS
		The Council will review data sharing agreements/protocols to ensure compliance with DEA & GDPR/DPA to maximise the use of sharing data with others to help prevent/identify fraud.	Monitoring Officer and the Data Protection Officer
		SAFS will work with the LGA and Cabinet Office to support the work of the Public Sector Fraud Authority.	Head of SAFS
PURSUE	Prioritising recovery and use of sanctions. Developing capability and capacity. Collaborating across boundaries. Learning lessons, closing the gaps.	All fraud reported to the Council will be via SAFS fraud reporting tools (web/phone/email) for staff, public and elected Members. SAFS will work with officers to promote the reporting of suspected fraud.	Head of SAFS
		All investigations will comply with relevant legislation and Council policies. Investigations will include civil, criminal and disciplinary disposals	Head of SAFS
		SAFS will use its case management system to record and report on all fraud referred, investigated and identified.	Head of SAFS
		Legal Service and HR and debt recovery teams will seek to 'prosecute' offenders, apply sanctions and recover financial losses- supported by relevant policies.	Monitoring Officer/ Human Resources and Organisational Development Manager/ Executive
		SAFS and the Councils R&B Service will work with DWP to deliver joint investigations where fraud affects both HB and CTax.	Head of SAFS/ Revenues and Benefits Client Manager
		All SAFS staff will be fully trained and accredited. SAFS will continue to work with the Cabinet Office to support the Counter-Fraud Profession.	Head of SAFS
		SAFS will use its in-house expertise as well as external partners when considering the use of POCA, Surveillance or IT Forensics.	Head of SAFS
PROTECT	Recognising the harm that fraud can cause in the community. Protecting the Council and its residents from fraud.	SAFS will provide reports and data to Fraud Champions on all anti-fraud activity as required by Council officers.	Head of SAFS
		Reports for Audit Committee on all Counter Fraud activity at the Council 3 times in 2023-2024	Head of SAFS / Executive Director (Finance and Transformation)
		The Council has in place measures to protect itself against cyber crime, malware and other pontental attacks aimed at its IT infrastructure, with training for staff and elected members	Assistant Director (ICT and Digital)
		SAFS will work with bodies including MHCLG/LGA/CIPFA/FFLB to develop anti-fraud strategies at a national level that support fraud prevention in local government	Head of SAFS

Appendix B.

SAFS KPIs - 2024/ 2025 (WHBC)

KPI	Measure	Objectives	Reason for KPI
1	Return on investment from SAFS Partnership.	Demonstrate that the Council is receiving a financial return on investment from membership of SAFS and that this equates to its financial contribution. A. Meetings to take place with the Executive Director (Finance and Transformation), quarterly. B. Executive Director (Finance and Transformation) or deputy will be invited to attend SAFS Board meetings quarterly. C. Regular meetings to take place with Directors/Service Leads to agree and update local work plans.	Transparent evidence to Senior Management that the Council is receiving a service matching its contribution.
2	Provide an investigation service.	A. Deliver between 90% and 110% of the 344 Days of counter fraud activity including proactive and reactive investigation work, data-analytics, training and fraud risk management. B. 3 Reports to Audit Committee. C. SAFS attendance at corporate governance, 'service champion' meetings, local management team meetings.	Ensure ongoing effectiveness and resilience of the Councils anti-fraud arrangements.
3	Action on reported fraud.	A. SAFS response to all urgent/ high risk cases within 1 working day . B. All other cases 2 Days on Average.	Ensure that all cases of reported fraud are triaged within agreed timescales.
4	Added value of SAFS membership.	A. Membership of NAFN & PNLD B. Access to CIPFA/CIFAS/NCSC/AF/FFCL alerts/trends/best practice C. NAFN Access/Training for relevant Council Staff D. 10 Training events for staff/Members in year. (To be agreed with Directors/ Service leads and HR)	Deliver additional services that will assist in the Council in preventing fraud across all services and in the recovery of fraud losses.
5	Allegations of fraud received. & Success rates for cases investigated.	A. All reported fraud (referrals) will be logged and reported to officers by type & source. B. All cases investigated will be recorded and the financial value, including loss/recovery/ savings of each will be reported to officers. C. 6-12 Social homes secured from unlawful use or sub-letting. D. 100% Review of all Right to Buy and 'Succession' applications.	This target will measure the effectiveness of the service in promoting the reporting of fraud & measure the effectiveness in identifying cases worthy of investigation.
6	Making better use of data to prevent/identify fraud.	A. Support the output from NFI 2024/25 across all Council services. B. Membership of the Herts FraudHub in 2024/25 .	Develop a 'data-hub' that will allow the Council to access and share data to assist in the prevention/detection of fraud.