

Appendix 3: Proactive Work Programme as at January 2017

Risk area	Tasks	Planned for	Current status
Housing Tenancy	Commence 'Operation Domus', the county-wide joint proactive drive to share data and intelligence on tenancy fraud.	Ongoing	A programme of work is now underway with all the housing providers and Council's around the County, led by the Directorate. Pilot work with one housing providers has proved successful
Right to Buy	Evaluate whether application processes can be strengthened to minimize the risk of fraud.	Ongoing	Joint working activity is now underway with Internal Audit to ensure to improve business process knowledge and build appropriate measures to reduce potential fraud.
Business Rates	Conduct a data matching exercise to identify possible misuse of exemptions claimed for commercial property, including 'Phoenix Companies'.	September 2016	This is delayed due to no national standard for NNDR matching. Research by CFID has identified a potential match service with a credit reference agency relating to small business relief. This is in its early stages and discussions are taking place
	Identify, from the data matching exercise, a tool that can be installed for use in the continual prevention of false exemption claims.	September 2016	
	Evaluate whether Business Rates processes can be strengthened to minimize the risk of fraud.	September 2016	
Council Tax	Evaluate whether Council Tax Discount and Exemption processes can be strengthened to minimize the risk of fraud.	Ongoing	A joint working arrangement has been established with the Revenues service in relation to this. This joint working has already identified various potential frauds and savings. Joint working has also resulted in the first Council Tax prosecution

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Fraud Awareness	Introduce a formal, detailed intelligence alert system across all Council departments to inform services of immediate fraud risks.	Ongoing	Intelligence alerts are now being sent out to business areas
	Provide fraud awareness training to business areas	Complete	Training has been delivered to business areas
National Fraud Initiative, Data Matching Exercise	Investigate high level recommended data matches until the 2016 exercise is complete.	Will report progress made on quarterly basis	Awaiting new match set for January 2017