

Summary of investigations 2017/18

Internal Audit received 43 reports during 2017/18, (42 in 2016/17) of which:

- 30 were received via the “Report It” facility on the website (23 were reported anonymously)
- 5 were received via the telephone fraud hotline
- 4 were received via email
- 4 concerns were raised with Internal Audit direct and 3 of the subsequent investigations were undertaken by Internal Audit the remaining investigation was undertaken by Lloyds Bank as the Council’s bankers.

Of the 30 website ‘Report It’ instances:

- 11 were in relation to possible fraudulent claims of housing benefit and single occupier discount for council tax purposes. HB cases were referred on to the DWP for investigation as with effect from 01 April 2015 all HB fraud investigation is now undertaken by them. All single occupier discount cases were referred to the Council Tax service for further investigation.
- 5 were allegations of housing tenancy issues
- 8 issues were in relation to other Council Services
- 6 were issues not dealt with by the Council so were referred to the appropriate external agency

Internal Audit Investigations

- 1 case – 3 fraudulent transactions were attempted via the Council’s bank account, all payments were declined by the bank so no loss to the Council
- 3 cases were not proven

Fraud identified within other services 1 April 2017 to 31 March 2018

Date Notified	Type of Fraud	Number of cases	Total value of fraud	How detected
14.02.2017	Single Occupier Discount	1	£371.29 per annum	Report it referral
22.06.2017	Bank/Mandate Fraud	1	£178k (attempted in 3 payments)	Lloyds bank telephoned whilst the perpetrators were on the phone to another member of ECC staff attempting the fraudulent transactions
07.02.18	Single Occupier Discount	895	£331,796.00	Capita undertaking an external exercise.
Mar 2018	Housing Tenancy Subletting	1	£10,150	Tenant to whom the property was sublet became suspicious and raised their concerns with the housing team.

Use of Whistleblowing policy

No reports have been received during 2017/18 under the Council's Whistleblowing Policy.