

# Corporate Anti Fraud Team (CAFT) Annual Report 2014/15

**10<sup>th</sup> April 2015**

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## Executive Summary

The Council has a responsibility to protect the public purse through proper administration and control of the public funds and assets to which it has been entrusted. The work of the Corporate Anti Fraud Team supports this by continuing to provide an efficient value for money anti-fraud activity that is able to investigate all referrals that are passed to us to an appropriate outcome.

We continue to offer support and advice and assistance on all matters of fraud risks including prevention, detection, money laundering, other criminal activity, deterrent measures and policies and procedures, whilst delivering a cohesive approach that reflects best practice and supports all the corporate priorities.

All CAFT work is conducted within the appropriate legislation and the powers and responsibilities assigned to it as set out within the financial regulations section of the Council's constitution. CAFT supports the Council in its statutory obligation under section 151 of the Local Government Act 1972 to ensure the protection of public funds and to have an effective system of prevention and detection of fraud and corruption. It supports the Council's commitment to a zero tolerance approach to fraud, corruption, bribery and other irregularity including any Money Laundering activity.

Work processes in the team are designed for maximum efficiency and as such all functions are intrinsically linked and are dependent on each other in order to ensure CAFT continue to provide an efficient value for money counter fraud service and that is able to investigate all referrals or data matches to an appropriate outcome. CAFT provide advice and support to every aspect of the organisation including its partners and contractors. This advice varies between fraud risk, prevention and detection, money laundering and other criminal activity as well as misconduct and misuse of public funds. Some of the matters will progress to criminal investigation and others will not, but in all cases appropriate actions, such as disciplinary are taken. It is this element of the work of CAFT that is hard to quantify statistically.

The purpose of this annual report is to provide a summary on the outcome of all CAFT work undertaken during 2014-15 including the objectives as set out in our annual strategy and plan.

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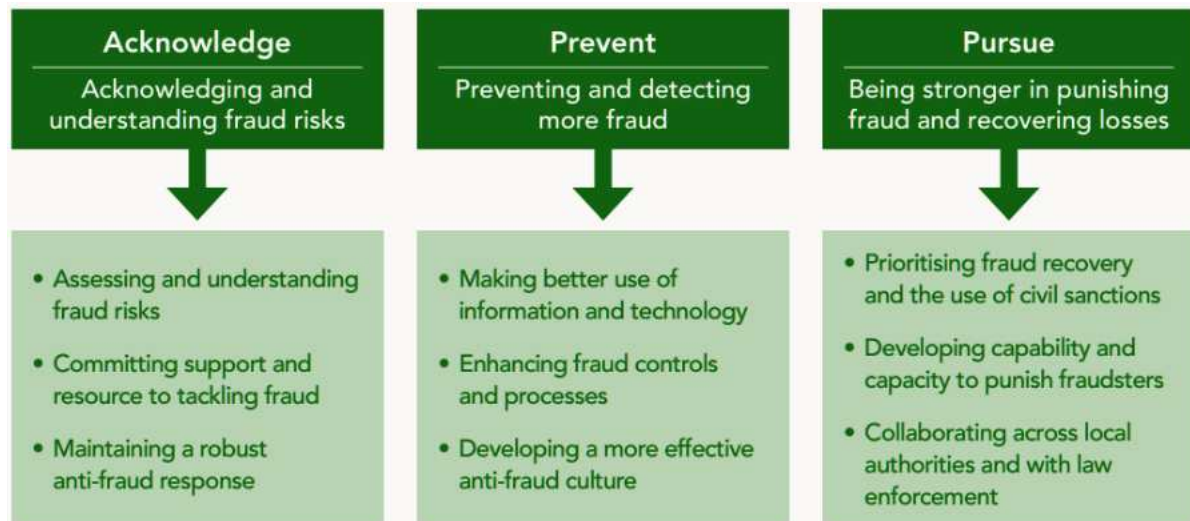
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## 1. Anti-Fraud Strategy

Our anti-fraud strategy is centred on the strategic approach as outlined in 'Fighting Fraud Locally' (Local Government Fraud Strategy) and provides a blueprint for a tougher response to tackle fraud. Within CAFT we adopted this approach and our work throughout the year compliments the objectives detailed below.



### Acknowledging (and detecting) Fraud

Each year we assess our fraud risks against national fraud risks and local intelligence and review our anti-fraud strategy and incorporate this into our risk based annual plan. CAFT work closely with management in high fraud risk area's to ensure that working procedures and practices include robust fraud preventative measures. CAFT also conduct targeted proactive anti-fraud activity throughout the year, joint reviews with internal audit as well as re-active investigation work. Outcomes from reviews and investigations where appropriate are reported to management to support their on-going work and to assist in either confirming effective anti-fraud controls and or suggested areas for improvement.

We continue to work collaboratively with partners ensuring that anti-fraud arrangements are fit for purpose on all aspects of fraud risk. We have a working protocol with both CAPITA and Barnet Homes in relation to the contractual arrangements that address anti-fraud responsibilities.

Each year an annual risk based work plan is devised which also ensure that the CAFT team has sufficient resources in order to ensure that they are able to respond to demands and deliver the objectives as set out in the annual plan in order to deliver a robust anti-fraud response. There are effective, efficient anti-fraud procedures that ensure that we provide a effective value for money service. Progress against the annual plan as well as any emerging risks is reported quarterly to senior management and the Audit Committee.

In the last year CAFT provided Fraud awareness training to Barnet Homes staff to raise awareness around social housing fraud and to date this year have delivered sessions to 84 staff in housing options and across Barnet Homes. This has proved to be very popular and feedback has been very positive.

### Preventing (and deterring) Fraud

We recognise that employees are often the first line of defence in preventing fraud. The Financial Regulations within the Council's Constitution places the responsibility for fraud prevention on all employees. Staff are aware that they should therefore be alerted to the possibility of fraud and to report any concerns to CAFT. We have a confidential reporting 'Whistle blowing' policy in place to

assist employees in reporting concerns about fraud and other issues without fear of harassment or victimisation. CAFT have a dedicated e-learning training programme which informs staff of their responsibilities and fraud risks.

CAFT use data matching techniques to identify possible fraudulent activity and centrally co-ordinate and investigate the Audit Commission National Fraud Initiative (NFI) data matching exercises to ensure that it is given high priority within services, we are also founding members of the London Fraud Hub which assists to combat tenancy fraud across London.

We have a communications strategy, whereby press releases are issued on all successful prosecutions to act as a deterrent factor to the community. During the last year we have taken part in a television production BBC's 'Saints and Scroungers' in which officers from CAFT presented the facts of complex and noteworthy benefit fraud investigations that the Council had successfully prosecuted, further details on our investigations and outcomes are reported quarterly.

All management and employees must abide by the Council's Employee Code of Conduct, which sets out requirements on staff conduct. Barnet also has in place comprehensive disciplinary procedures for all employees, those found to have breached the Code of Conduct will be dealt with in accordance with these procedures. We have effective liaison and working relationships with our HR team and where criminal activity is suspected or found, the matter must be referred to the CAFT team for investigation and possible prosecution, in accordance with the Counter Fraud Framework. Recompense will be sought from all who are found to have carried out fraudulent acts. A key preventative measure in that fight is the effective recruitment of employees. Employee recruitment is undertaken in accordance with the council's Recruitment and Selection Policy.

### **Pursuing Fraud (and seeking redress)**

Within CAFT we ensure that each investigation is carried out in compliance with our policies and appropriate legislation, consistently apply 'zero Tolerance' approach reinforcing our policy that we take appropriate action against anyone who commits fraud whether they are members of staff or members of the public.

To this end we have developed a financial investigation team dedicated to this area of work. They liaise closely with other internal departments and external partner's (including the Police) that prosecute offenders in order to raise awareness around POCA and ensure that where possible financial investigations are undertaken by CAFT so that we can assist in the recovery of losses to the public purse and obtain where possible compensation and/or confiscation under the Proceeds of Crime Act (POCA).

We ensure that we utilise civil recovery procedures in relation to Tenancy Fraud and work collaboratively with other LA's and Law enforcement agencies to ensure best use of resources with holistic approach to counter fraud at all times.

## 2. Pro-active fraud plan

Table 1 provides an update against all pro-active activity as set out within the 2014/15 joint pro-active fraud plan and annual strategy with Internal Audit and Risk Management.

Area of review	Fraud Risk	Outcome
<p><b>Your Choice Barnet – contract review</b>  <b>(Q1 review Joint review with Internal Audit)</b></p> <p>Review to analyse a sample of employees within Care Homes to verify that they have legitimate identity documents and the right to work in the UK</p>	<p>There is a risk that care workers may be working without the appropriate clearances for eligibility or right to work.</p>	<p>CAFT reviewed all employment records of 123 YCB employees. Initially 89 were confirmed as valid and eligible to work in the UK. The remaining 34 were subject to further enquiries. All enquiries have now been completed and we are able to report that 120 have been confirmed valid and eligible to work in the UK – the three remaining members of staff are no longer employed by YCB.</p> <p>Full details and recommendations relating to this review can be found in the Internal Audit Quarter 1 and 2 Progress Reports.</p>
<p><b>Disabled Blue Badges</b>  <b>(Q1 Joint review with Internal Audit and Q3 proactive operation)</b></p> <p>A review of a sample of current blue badges to confirm legitimacy.</p>	<p>Valid parking income is not maximised and collected as a result of non-valid and/or fraudulent blue badges remaining in circulation and being misused.</p>	<p>CAFT reviewed a sample of 92 of 500 badges that were recorded as applications made but had not attended a face to face identity appointment results of this sample testing were reported</p> <p>CAFT carried out visits to the applicants. The results showed:</p> <ul style="list-style-type: none"> <li>• 36 of the applicants stated that they had not received correspondence from the council informing them of the current state of their application;</li> <li>• 9 applicants were deceased at the time of the visit;</li> <li>• 5 applicants had received their badge in the post contrary to what the council system indicated;</li> <li>• 3 applicants stated they did not want or need the badge since application; and <ul style="list-style-type: none"> <li>• 20 were unable to be contacted at the time of the review</li> </ul> </li> </ul> <p>At the time of reporting 19 were reported as going through a process of further investigation as there are indications of application fraud – these related to badge applications that were made by a third party and not the disabled person; results of these investigation were</p>

		<ul style="list-style-type: none"> <li>• 8 were confirmed as no fraud genuine applications</li> <li>• 11 had insufficient evidence to warrant further investigation</li> </ul> <p>We agreed during joint review that we would commit to undertake annual proactive street operation which took place on one day in November in the Hendon and Golders Green area</p> <p>Full details and recommendations relating to this review can be found in the Internal Audit Quarter 1 and 3 Progress Report.</p>
<b>Transport contracts (Q2 Joint review with Internal Audit)</b> Review to analyse a sample of invoices for verification purposes.	If validation of invoices does not take place then there is a risk of duplicate or fraudulent invoicing resulting in loss to the public purse.	<p>As part of the CAFT review, we noted that two contractors who were not secured as part of the Street Scene PTS framework contract were used by Children's DU for transporting children. At the date of the report the delivery unit had ceased using these contractors and had alternative arrangements in place.</p> <p>Full details and all recommendations relating to this review can be found in the Internal Audit Quarter 2 Progress Report.</p>
<b>Residential Care Homes</b>  Pro active antifraud work in this area to ensure that the Council only fund placements when there is genuine eligibility.	If the Council continues to fund placements when there is no longer a need then scarce financial resources will be wasted.	This review has been carried forward into the 2015/16 plan.
<b>Children's - Schools Admissions</b>  Proactive targeted anti-fraud work in this area to ensure the safeguarding of school placements.	Those fully entitled to placement at desirable schools within the borough are being deprived of place due to fraudulent applications	<p>As part of the CAFT exercise we reviewed applications in respect of the three most desirable secondary schools in Barnet.</p> <p>A total of 24 applications were identified as containing potentially incorrect information and verification of these applications has been undertaken by CAFT officers.</p> <p>Of these 24 , 9 cases have been concluded and referred back to school admissions for a decision to be made on their eligibility, from these 9 cases, 3 applications have already been confirmed as being withdrawn by the admissions team with the remaining 6 are still</p>

		<p>awaiting decision at the time of reporting.</p> <p>There are also 15 cases that remain with CAFT pending further investigation.</p> <p>Further updates on this exercise will be reported in 15/16 progress reports.</p>
<p><b>Adults - Personal Budgets / Direct Payments</b></p> <p>Proactive anti-fraud work in this area that will ensure validity and legitimacy of high risk elements within the scheme.</p>	<p>Funds are misused, adequate care services are not obtained by the budget holder.</p>	<p>This review has been carried forward into the 2015/16 plan and will become part of our proactive work on National Fraud Initiative matches as there are 27 recommended matches within this category that require investigation.</p> <p>Further updates on this exercise will be reported in 15/16 progress reports</p>
<p><b>Cross Cutting - Employee remuneration schemes</b></p> <p>Proactive anti-fraud review of all the various types of employee remuneration claims</p>	<p>Fraudulent / improper claims have been made / authorised impacting the public purse</p>	<p>This review is currently in progress and will be reported in 15/16 progress reports.</p>
<p><b>Cross Cutting - Validation of vendor account details.</b></p> <p>Pro-active anti-fraud review of the compilation of vendor details and accounts</p>	<p>Unauthorised / fraudulent payments being released impacting the public purse resulting in potential reputational damage</p>	<p>This review has been carried forward into the 2015/16 plan and is being conducted as part of the National Fraud Initiative exercise as there are more than 400 recorded matches that require investigation.</p> <p>This exercise is being run using the NFI 'duplicate records' matches. The results so far have been useful in identifying areas where improvements need to be made regarding the categorizing and recording of invoices to allow a greater level of assurance that invoices are being paid correctly.</p> <p>Further updates on this exercise will be reported in 15/16 progress reports</p>



<b>Tenancy Fraud – Proactive data matching exercise</b>	Pro-active data matching exercise into specific areas of the borough to identify and tackle potential Tenancy Fraud case	<p>In 2014/15 we have undertaken 5 pro-active data matching exercises covering different postcodes, a targeted block of flats and a number of decant properties in NW9, in order to verify that the tenant of the property is actually resident in the property.</p> <p>Outcomes from these combined exercises include verification of tenants, awareness and deterrent factor for residents in relation to tenancy fraud and investigations which are reported in Performance Indicators section of the report.</p>
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### 3. Performance Indicators

Table 2 provides an update against all performance indicators as set out within the 2014/15 Joint pro-active fraud plan and annual strategy with Internal Audit and Risk Management.

*No targets are set against each of these indicators, as they are the results of CAFT re-active and continuous investigation work. Therefore the indicators, outcomes and direction of travel is reported for comparative statistical information only and not for benchmarking purposes.*

Performance Indicator	Outcome 14/15	Outcome 13/14	Comments
<b><u>Benefit Compliance Team</u></b> identify and correct fraud and error in our benefits and council tax systems through various methods including dealing with the Department of Work and Pensions (DWP) Housing Benefit Data Matches (HBDMS) and the Audit Commissions (AC) National Fraud Initiative (NFI) Benefit Matches. The team conduct assessments of benefit which may result in an overpayment which is then passed to our Benefit Investigation team to further investigate.			
Combined amount Fraud and Error identified within the Benefits System	<b>£1,731,710</b>	£1,985,239	This figure would indicate that our investigation techniques such as data matching, early intervention and joint working is having a positive impact towards combatting benefit fraud and error as the combined overall figure is 12.7% lower than that identified last year
Amount of council tax – single person discount fraud identified	<b>£166,670</b>	£120,286	This figure relates to the National Fraud initiative matches in relation to Council Tax Single Person Discounts; CAFT investigated 226 of those matches and established that the that residents were claiming discounts they were and not entitled to – the outcome figure is the financial saving that has been identified.

**Benefit Fraud Investigation Team** prevents, identifies, investigates, deters, sanctions or prosecutes persons that commit benefit fraud in Barnet. They operate in accordance within the DWP's Fraud and Error Strategy and the Council's Counter Fraud Framework as well as relevant governing legislation.

Number of carried forward Benefit Fraud investigations from 13/14	148	222	At the time of reporting we have 148 on-going benefit fraud investigations within CAFT carried forward into 2015/16.
Number of new Benefit Fraud investigations	264	N/A	
Total Number of closed Benefit Fraud investigations	338	201	
Number of cautions issued	13	14	These figures relate to the differing sanctions that are available under the DWP's Fraud and Error Strategy in relation to benefit fraud investigations where fraud is proven.
Number of administration penalties issued	56	69	
Number of prosecutions	19	29	
Total number of Sanctions	101	99	
Number of sanctions issued per investigations officer	33.67	31	

**Corporate Fraud Team** deal with the investigation of any criminal and fraud matters (except Benefit and Tenancy related fraud) attempted or committed within or against Barnet such as internal employee frauds, frauds by service recipients and any external frauds. They also conduct Financial Investigation under the Proceeds of Crime Act 2000 to ensure that any persons subject to a criminal investigation by Barnet do not profit from their criminal action. They work in partnership with UKBA, Police and HM Revenue and Customs to ensure that the public purse is adequately protected

Number of carried forward Fraud investigations from 13/14	28	10	Of the 38 on-going investigations, 23 relate to school Admissions, 7 relate to Assisted travel, 2 relate to waste and recycling, 1 relates to children's services, 2 relate to Barnet Homes, 1 relates to Adults and Communities, and 2 relates to Finance and payroll
Number of new fraud investigations (excluding financial cases)	105	98	

Total Number of closed fraud investigations	100	94	
Total number of on-going fraud investigations	38		
Number of carried forward Financial investigations from 13/14	5	8	A Financial investigation is one of many specialist investigative approaches employed by Local Authorities when tackling criminal activity and it is an increasingly well-established discipline. Financial investigators typically operate within the legal framework of the Proceeds of Crime Act 2002 (POCA), which introduced a number of asset recovery powers, including the use of restraint orders and post-conviction confiscation orders as well as cash seizure and civil forfeiture/recovery. Related policies include the Asset Recovery Incentivisation Scheme, which allows Local Authorities to keep a proportion of assets recovered.
Number of new Financial investigations	10	7	
Number of closed Financial investigations	10	12	
Total Number of on-going Financial investigations	10	8	Of the 10 financial investigations, 5 cases relate to Benefit Fraud and the recovery of funds back to the council, 3 relate to planning enforcement cases, 1 relates to Trading standards and 1 relates to a council tax money laundering case.
Number of dismissals as a result of a CAFT investigation.	3	2	Please refer to noteworthy investigations (section 4) of the report for further details for details of all 3 dismissals.
Number of requests authorised for surveillance.	3	1	In accordance with our policy on Regulation of Investigatory Powers Act 2000 (RIPA) this is reported for information purposes and to support statistical return to the Office of Surveillance Commissioners
Number of referrals received under the council's whistleblowing policy.	0	0	This is reported for information purposes only in accordance with our policy.
<b>Tenancy Fraud Team</b> prevent, identify, investigate, deter and sanction or prosecute persons that commit tenancy fraud in Barnet, ensuring maximising properties back to the council where Tenancy Fraud has been proven.			
Number of carried forward Tenancy Fraud investigations from 13/14		81	This figure relates to the number of investigations on-going as at start of 2014/15.
Number of new Tenancy Fraud investigations	116	This information was not recorded by CAFT in 13/14 as the	Of the 87 on-going investigations 6 are with our legal provider pending criminal action, 6 cases are currently with our legal provider pending civil recovery action, 5 cases have had notice to quits served on them and the remaining 70 are current
Total Number of closed Tenancy Fraud	110		

investigations		Tenancy Fraud transferred to CAFT in November 2013.	investigations.
Total number of on-going Tenancy Fraud Investigations.	87		
Number of properties recovered	48		48 properties have had their tenancies ended and are able to be re-let to those genuinely in need as a result of CAFT investigations into Tenancy Fraud. Please refer to noteworthy investigations (section 4) of the report for further details on example investigations.
Number of Criminal convictions	2		Please refer to noteworthy investigation sections (section 4) of report for further details.
Number of 'Right to Buy' applications denied as a result of CAFT intervention	24		This is the first year that we have proactively worked with the 'Right to Buy' in relation to Tenancy Fraud Intervention in this area which prevents the loss of valuable council assets.
Number of Applications denied as a result of CAFT intervention	2		This is the first year that we have proactively worked with the 'Housing Options' in relation to Tenancy Fraud Intervention in this area which prevents the fraudulent letting of valuable council assets.

## 4. A sample of noteworthy investigations summaries from 2014/15

### Benefit Fraud Investigations

**Ngesa** - Relates to an investigation into a benefit claimant that had failed to declare his wife's earnings. When Mr Ngesa had applied for benefit in 2007 he claimed that his wife was not working, when in fact investigations revealed that she had been working continuously since 2003, other than a 2 month period of sick leave in 2007. Mr Ngesa was also employed, but he had declared his own employment. CAFT investigated this case and when interviewed under caution he answered all the questions, and admitted making mistakes but claimed that they were not intentional. The claim was cancelled and this resulted in an overpayment of £52,608 for the period 2007 – 2012. The matter was passed for prosecution. Mr Ngesa pleaded guilty and was sentenced to 6 weeks imprisonment suspended for 12 months with a requirement to undertake 120 hours of unpaid work, plus £500 towards the prosecution costs.

**Mr Scarola** – relates to a joint investigation with DWP into a benefit claimant that had failed to declare savings and part-time employment. Mr Scarola admitted under caution that he had deliberately failed to inform the departments of these details. The claim was reassessed and resulted in an overpayment of £12,534.54 for the period 2008 to 2010. There was also a DWP overpayment of £32,508.28. The matter was passed for prosecution. Mr Scarola pleaded guilty to 4 offences and was sentenced to 20 weeks imprisonment, suspended for two years, on each count.

**Ms Potamitis** - Relates to an joint investigation with Havering council and the Department for Work and Pensions (DWP) into a benefit claimant where there were concerns that the claimant may be related to

the owner of the property. CAFT investigated this matter and when interviewed under caution the claimant admitted that her brother was the owner of the property from which she was claiming benefit. She gave no explanation as to why she had not declared this on the various application forms. However on further investigation evidence showed that in fact Ms Potamitis was actually the owner of the property and so her benefit claim was cancelled. This resulted in an joint overpayment of £189,370.79 housing benefit for the period 1996 - 2013. The matter was passed for prosecution jointly with Havering Council as there were other family members conducting similar fraud in their Borough. Ms Potamitis pleaded guilty and was sentenced to 16 months imprisonment, suspended for 2 years. Confiscation proceedings are now on going to recover the lost funds

**Mr Hunter** - Relates to a joint investigation with the DWP into a benefit claimant where there were concerns that the claimant may have not declared capital in excess of £50,000. Mr Hunter was interviewed under caution and claimed that the capital belonged to his Mother but admitted he had opened the account. The benefit claim was cancelled by the DWP and Barnet Council and this resulted in an overpayment of £27,659.74 housing and council tax benefit for the period 2007 - 2013. The matter was passed for prosecution jointly with the DWP. Mr Hunter was found guilty and was sentenced to 24 months imprisonment, suspended for 12 months and ordered to do 150 hours unpaid work. He was ordered to pay compensation of the full amount of housing and council tax benefit within 28 days and has repaid this as directed.

### **Tenancy Fraud Investigations**

**Mr Gregory** was assigned a one bedroom flat in the NW4 area in April 2014. Investigations revealed that he was advertising the property online and was actually living elsewhere. Mr Gregory was interviewed under caution about the matter and fully admitted that he was sub-letting the property. He returned the keys and surrendered his tenancy. He was prosecuted regarding the matter and pleaded guilty to two offences under the Fraud Act. Mr Gregory was sentenced to 8 weeks imprisonment for each offence to be served concurrently suspended for one year and was given a 12 month supervision order.

**Mrs A** had a two bedroom flat in the NW9 area. There were suspicions that Mrs A was not actually resident and the matter was passed to CAFT. Investigations began into the residency of the property and appeared to show Mrs A was actually living elsewhere. When she became aware that she was being investigated, Mrs A returned the keys to the property and surrendered the tenancy. Mrs A was interviewed under caution regarding a criminal offence and the trial date has now been set for prosecution.

**Miss Stinson** had a 3 bedroom house in the HA8 area. A referral was received indicating that she was living in Essex and another family member was sub-letting the house. Investigations began into her residency and also the fact that Miss Stinson was also receiving housing benefit in respect of the property. In view of the evidence gathered, Miss Stinson was asked to attend an interview under caution. She admitted that she had moved out and that her daughter was resident. In view of this fact, the housing benefit was cancelled and this resulted in an overpayment of £1623.14. Miss Stinson returned the keys to the property, but it was decided to pass this case to our legal section for offences regarding the tenancy and housing benefit fraud. Miss Stinson pleaded guilty, and was given a curfew order for 8 weeks and ordered to pay costs of £1170.00 .

**Mr and Mrs B** had a 2 bedroom flat in NW9. As part of a pro-active data matching exercise, this case was investigated as there were concerns that tenants may not be resident. They were both invited in for interviews under cautions regarding their tenancy, as evidence indicated they owned three other properties and had been sub-letting their council property. A week before the interviews, Mrs B

handed the keys to the property back, however she was advised that both her and her husband still needed to be interviewed under caution as we had reasonable grounds to believe a criminal offence had been committed. Both Mr and Mrs B were interviewed under caution and the matter is with our legal section awaiting a court date for prosecution.

## **Corporate Fraud Investigations**

**Dismissal Case 1** –relates to an internal investigation into a Catering Services school based staff member after information was received which led us to believe that the staff member stole food from the school kitchen on a regular basis. CAFT officers attended the school to speak with the staff member and witnessed them leave the kitchen area with 2 large bags filled with food supplies. She was stopped and asked to empty her bags on to the table. The bag contained large quantities of food supplies from the school kitchen. Further investigations were made and the case was passed to the service to conduct a disciplinary hearing. A disciplinary hearing was held and the staff member was dismissed from the council for gross misconduct

**Dismissal Case 2** – relates to a temporary member of staff who was found to be making a number of personal phone calls from a council phone at NLBP to family members living in Eastern Europe. Whilst the monetary value attributed to the calls was less than £50 it was felt that issue of trust and a breach of procedures was significant therefore the officer's employment with the council was terminated and reported to the agency

**Dismissal Case 3** – relates to a member of staff who claimed ten times the amount of mileage expenses she was due. This was subsequently authorised and resulted in a wrong payment of over £4,000 instead of £400. The member of staff, knowing that she had been over paid and failing to inform Payroll, used the money, she claimed to pay off loans and buy new furniture. The member of staff became the subject of disciplinary action and was dismissed. The Manager who authorised the expenses resigned as a result of the investigation. This CAFT investigation was part of a pro-active CAFT exercise into validation of expense claims.

**Case 4** - relates to an investigation into an offence of fraudulently obtaining refund payments in respect of the London Borough of Barnet's Council Tax refund process, totally £30,824. This fraud occurred whereby the Council Tax team arrange for the refund of overpaid amounts or cancellations due to vacation of property. The investigation revealed that this fraud was also spread across three other local authorities. Officers from Barnet's CAFT are the lead authority in this investigation. Directed and Communications surveillance were carried out to identify the suspect who was subsequently arrested, interviewed by CAFT officers and is awaiting trial for prosecution.

**Case 5** - relates to a teacher who falsified documents in order to gain a school place for her own child in the school where she was a teacher. CAFT Investigators found that tenancy documents and letters from third parties had been changed in an effort to convince the school admissions team that the application was valid even though the applicant's real address was outside of the schools catchment area. The matter has been passed to the school for disciplinary action, which is currently in progress along with a review of the placement.