

Craven District Council

Anti-Fraud and Corruption Strategy

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1 INTRODUCTION

- 1.1 The United Kingdom public sector maintains high standards of probity and has a good reputation for protecting the public purse. Sound systems of public accountability are vital to effective management and in maintaining public confidence.
- 1.2 The public is entitled to expect the Council to conduct its affairs with integrity, honesty and openness and demand the highest standards of conduct from those working for it.
- 1.3 The Council is committed to protecting the public funds entrusted to it. The prevention of losses from fraud and corruption is essential to ensure that resources are used for their intended purpose; that of providing services to the residents of Craven.
- 1.4 The Council's expects that Members, employees and any other person acting on, *or* engaged on behalf of the Council will lead by example in ensuring adherence to legal requirements, rules, procedures and practices.
- 1.5 The Council also expects that individuals and organisations that it comes into contact with (e.g. suppliers, contractors, service providers, and applicants to the Council for regulatory approvals or for services or financial assistance), will act towards the Council with integrity and without thought or actions involving fraud or corruption.
- 1.6 In addition to the above the Council also expects the residents of Craven to be honest in their dealings with the authority.
- 1.7 Craven District Council demands high standards of honesty and probity and is committed to ensuring that opportunities for fraud and corruption are reduced to the lowest possible level.
- 1.8 The Council is determined to protect itself, its employees and the public from fraud and corruption The Council is committed to establishing and maintaining a strategy for the prevention and detection of fraud and corruption and, where necessary, investigating allegations of fraud and corruption.
- 1.9 The objectives of this document are to:
 - provide a clear statement of the Council's position on fraud and corruption;
 - minimise the risk to the Council's reputation and loss of its assets;
 - promote a culture of integrity and accountability, in members, employees and all those the Council does business with;
 - encourage prevention;
 - promote detection;
 - set out the measures of sanction and redress;
 - identify a clear process of investigation raise awareness of the risk of fraud and corruption being perpetrated against the Council; and

1.10 To combat fraud and corruption the Council's strategy is based on a series of comprehensive procedures. These cover:

- Policy Statements (Sections 8 and 9);
- Deterrence and Prevention (Section 10);
- Detection, Investigation, Sanctions and Redress (Sections 11, 12 and 13); and
- Publicity and Training (Section 14)

1.11 This document is a corporate strategy applying to all of the Council's Members, Employees and other organisations acting on behalf of the Council. It should be noted however, that given the scale of the Council's Housing Benefit and Council Tax Benefit activities and the existence of a legislative framework specific to them, the Council has already produced and adopted a separate Anti-Fraud Strategy and Prosecution Policy for that area.

2 AIMS AND SCOPE OF THIS STRATEGY

2.1 This strategy aims to:

- provide an understanding of the Council's stance on fraud and corruption in relation to the Council's activities, Members, employees and those undertaking the Council's business;
- encourage Members, employees, those undertaking the Council's business and the public to feel confident in raising serious concerns and the question and act upon concerns about practice; and
- provide mechanisms for concerns to be raised and dealt with confidentially.

2.2 The Strategy satisfies the legislative requirements of having effective arrangements for tackling fraud and conforms with professional guidance laid down in the Chartered Institute of Public Finance and Accountancy (CIPFA) Code of Practice for Internal Audit in Local Government.

2.3 This Strategy does not compromise the Council's commitment to equal opportunities or the requirements of the Human Rights Act 1998 and other relevant statutory provisions.

3 OTHER RELATED POLICIES

3.1 There is an inter- relationship between this strategy and other existing Council documents which include:-

- Corporate Prosecutions & Sanction Policy
- Anti-Money Laundering Policy
- Whistle-blowing Policy
- Members Code of Conduct
- Employee Code of Conduct
- Contract Procedure Rules
- Financial Procedure Rules
- Disciplinary Procedures

4 FRAUD AND CORRUPTION IDENTIFICATION AND RESPONSE PLAN

4.1 The Council has developed an identification and response plan for reporting of suspicion of fraud or corruption.

4.2 The flowchart attached (**Appendix C**) provides an outline of the procedures to be undertaken to allow for evidence gathering and collation of information which will allow initial decisions to be taken whilst ensuring that the evidence gathered will be admissible in any future disciplinary, criminal or civil action. Obviously each situation is different, therefore the guidance in the flowcharts will need consideration and review in relation to the actual circumstances of each case before action is taken.

5 DEFINITION OF FRAUD AND CORRUPTION

5.1 Fraud has been defined as: *the intentional distortion of financial statements and other records by persons internal or external to the Council which is carried out to conceal the misappropriation of assets or otherwise for gain.* (Source: Audit Commission).

5.2 Fraud is deemed to include theft for the purpose of this Strategy. A person is guilty of theft if he or she dishonestly appropriates property belonging to the Council with the intention of permanently depriving the Council of it; and 'theft' and 'steal' shall be construed accordingly.

5.3 These activities are offences under either the Theft Act 1968, Criminal Justice Act 1987 and Fraud Act, 2006.

5.4 Corruption has been defined as: *the offering, giving, soliciting or acceptance of an inducement or reward, which may influence a person to act against the interests of the organisation.* (Source: Audit Commission)

5.5 Corruption in the public sector is an offence under the Prevention of Corruption Acts of 1889, 1906, and 1916.

6 FRAUD RISK MANAGEMENT

- 6.1 Areas most commonly at risk from fraud, both internal and external, include those involving the handling of any asset of an attractive and portable nature. Typical high risk areas include cash, cheques, credit cards, contracts, income, payments, expense claims, housing benefits, loans, investments, payroll, grants and stores including fuel.
- 6.2 Areas where corrupt practices may be found, but are not limited to: the award of permissions, planning consents and licences, canvassing for appointments, hospitality, interests of members and officers, secondary employment which may influence an employees work for the Council, pressure selling, tendering and award of contracts, settlement of contractors' final accounts and claims and the disposal of assets.
- 6.3 The risk of fraud and corruption is reflected in the Council's Risk Register. The risk registers link to the Council's Priorities through Annual Service Plans.
- 6.4 The Council's Risk Management processes require managers to identify mitigating actions for risks and to keep these under review. Assurance that the controls to mitigate the risks are in place and operating satisfactorily is obtained annually.

7 EXTERNAL SCRUTINY

- 7.1 The Council is aware of the high level of external scrutiny of its affairs by a variety of bodies and individuals including:
- Local residents
 - Pressure groups
 - Service users
 - Local press
 - The Audit Commission
 - External Audit
 - Government Departments and Agencies
 - HM Revenue and Customs
- 7.2 The adoption of a formal anti-fraud and corruption strategy will provide a degree of assurance to those external bodies and individuals interested in the Council's activities.

8 THE COUNCIL'S POLICY ON FRAUD AND CORRUPTION

8.1 In relation to fraud and corruption, it is the Council's policy to:-

- Develop an Anti-Fraud Culture by raising awareness of fraud and corruption
- Encourage prevention of fraud, and corruption by implementing the Anti-Fraud and Corruption Strategy and related procedures
- Encourage detection of fraud by participating in the Audit Commission's National Fraud Initiatives (NFI) and also by undertaking local proactive exercises where fraudulent practices could occur
- Investigate substantiated complaints in a confidential and fair manner
- Impose sanctions as appropriate by invoking disciplinary proceedings and, where considered necessary, referral to Police or other outside agencies
- Redress the impact by seeking to recover losses to the Council through the criminal or civil courts or both, as necessary.

9 IMPLEMENTING THE COUNCIL'S POLICY

Developing an Anti-Fraud Culture

- 9.1 The Council is committed to discouraging, preventing and detecting fraud and corruption where attempted on, or from within, the Council's organisation.
- 9.2 The Council expects Members and employees at all levels to be aware of the standards of conduct expected of them and the procedures designed to reduce the risk of fraud and corruption occurring.
- 9.3 Members and employees are responsible for their own conduct and compliance with this strategy and are required to comply with their respective codes of conduct.
- 9.4 There is an expectation and requirement that individuals, suppliers and organisations associated in whatever way with the Council will act with integrity, and that Members and council employees will lead by example.

Council Members

- 9.5 Council Members are positively encouraged to raise any concerns on fraud and corruption matters via the Council's Internal Auditor, the Section 151 Officer, Monitoring Officer or Chief Executive.
- 9.6 They can do this in the knowledge that such concerns will be treated in confidence and properly investigated.

Council Employees

- 9.7 Council employees are positively encouraged to raise any concerns on fraud and corruption matters normally, but not exclusively, through their Line Manager. They can do this in the knowledge that such concerns will be treated in confidence and properly investigated.
- 9.8 If necessary concerns can be reported directly to one of the following
 - the relevant Strategic Manager, Corporate Head Business Support or Director of Services
 - Internal Audit
 - Chief Executive
 - Corporate Head Financial Management (Section 151 Officer),
 - Monitoring Officer
- 9.9 The Council has drawn up a separate policy and procedure to deal with any area of concern that an employee may wish to bring to the attention of the management: the **"Whistleblowing Policy."**

9.10 The primary responsibility for maintaining sound arrangements to prevent and detect fraud and corruption rests with management. Any manager made aware of suspected fraud and corruption will adopt defined procedures by:

- Dealing promptly with the matter;
- Recording all evidence received;
- Ensuring that evidence is sound and adequately supported;
- Ensuring security of evidence collected;
- Notifying the Section 151 Officer, and the Council's Monitoring Officer; and
- Implementing Council disciplinary procedures where appropriate.

9.11 Any abuse of this process by knowingly raising unfounded and/or malicious allegations may be dealt with as a disciplinary matter.

9.12 The Council can be expected to deal swiftly and thoroughly with any Council Member or employee who defrauds or attempts to defraud the Council or who is corrupt.

Members of the Public

9.13 Members of the public are also encouraged to report concerns through any of the above avenues. The principles and processes described in this Strategy and its Appendices, and the Council's **Whistleblowing Policy**, will be applied to any concerns formally reported by members of the public.

Monitoring

9.14 The Section 151 Officer will monitor the effectiveness of all aspects of the arrangements for the anti-fraud and corruption culture including the approach to investigations, success of sanctions and processes for recovering loss. On a risk basis, the Section 151 Officer will make informed judgements about the levels of budgetary investment in work to counter fraud and corruption.

9.15 The Audit and Governance Committee's terms of reference require them to monitor Council policies on confidential reporting, anti-fraud and anti-corruption.

10 DETERRENCE AND PREVENTION

- 10.1 The effectiveness of the Council's financial arrangements will have a major bearing on its ability to minimise fraud and corruption. To actively prevent fraud the Council must identify and remove the opportunity to commit crime from new policies and systems and to revise existing ones to remove apparent weaknesses.
- 10.2 As the appointed officer under 'Section 151' of the Local Government Act, 1972 and the Accounts and Audit Regulations 1983, 1996 and 2003 responsible for making arrangements for the proper administration of the Council's financial affairs, the Chief Financial Officer (Section 151 Officer) is required to:
- Maintain an effective accounting system;
 - Comply with statutory financial reporting deadlines; and
 - Maintain an adequate and effective internal audit.
- 10.3 The Regulations also require the Council to ensure that it has adequate and effective financial management and sound governance arrangements which include the system of internal control. It must review the system annually and publish a statement with its accounts. External audits are carried out by Council's external auditors in accordance with the Audit Commission Act 1998 and the Accounts and Audit Regulations 2011. The External Auditor undertakes a planned programme of work across the Authority, including an annual review of the Authority's arrangements for preventing and detecting fraud and corruption. The External Auditor presents an annual report on coverage and key findings to the Audit and Governance Committee and Council.
- 10.4 The Council's Financial Instructions require the Section 151 Officer to maintain a planned continuous internal audit to form part of the system of internal control, assist in the protection of the Council's assets and the detection and prevention of fraud and error. In consultation with the internal and external audit managers, special attention within audit plans is paid to those activities particularly exposed to the risk of fraud and corruption (**Section 6**)
- 10.5 The adequacy and appropriateness of the Council's financial systems is independently reviewed by both internal and external audit. Senior management are required to be responsive to audit recommendations.
- 10.6 The Internal Audit Manager will communicate to the appropriate managers, on a timely basis, the details of any fraud bulletins (warnings) received from the external auditor and any other source to ensure safeguards are in place.
- 10.7 The Council recognises that a key preventative measure in the fight against fraud and corruption is to take effective steps at the recruitment stage to establish, as far as possible, the previous record of potential employees in terms of their propriety and integrity. Employee recruitment procedures therefore require written references regarding known honesty and integrity of potential employees to be obtained before employment offers are made.

- 10.8 Council employees are expected to follow any **Code of Conduct** related to their employment or to their professional bodies or qualifications. This will be emphasised in employee induction procedures.
- 10.9 All members of the Council are required under the Council's Code of Conduct to notify the Council's Monitoring Officer of any offers of gifts or hospitality as specified in the code, which are in any way related to the performance of their duties to the Council.
- 10.10 Council employees are required to notify the Council's Monitoring Officer of offers of gifts or hospitality in any way related to their employment.
- 10.11 Any relevant pecuniary interests which, if publicly known, could be perceived as being likely to interfere with independent judgement, must also be notified to, and recorded by, the Monitoring Officer.
- 10.12 The Council will liaise and co-operate with other interested agencies and authorities, including the Audit Commission, Department for Work and Pensions, the Police, professional bodies, and other local authorities, by, for example, exchanging information on current trends and remedies.

11 DETECTION

- 11.1 Prevention systems, particularly internal control systems, within the Council have been designed to detect any fraudulent activity.
- 11.2 It is often the alertness of Council employees and the public to such indicators or indications of fraud that enables detection to occur and the appropriate action to take place when there is evidence that fraud or corruption may be in progress.
- 11.3 Despite the best efforts of managers and auditors, many frauds are discovered by chance or 'tip off', and the Council has in place arrangements to enable such information to be properly dealt with as set out in the **Whistleblowing Policy** and the **Fraud, and Corruption Identification and Response Plan at Appendix C.**
- 11.4 Other methods of detection will be employed, on a risk basis, by Internal Audit and Benefit Fraud Officers. These will include analytical intelligence techniques and the sharing of information, within the data protection rules, with other agencies both locally and nationally. Examples of bodies involved in sharing such intelligence are the Audit Commission National Fraud Initiative, Benefit Agency, other Yorkshire local authorities.

12 INVESTIGATION

- 12.1 An **Investigating Officer** will be appointed by the Chief Executive and/or Section 151 Officer for fraud or corruption investigation (this is normally, but not limited to, the Internal Audit Manager).
- 12.2 The detailed **Fraud and Corruption Identification Response Plan – Appendix C** outlines the steps to be taken during Reporting, Investigation and Action stages.
- 12.3 Depending on the nature and anticipated extent of the allegations, the Investigating Officer will normally work closely with management and other agencies such as the Police to ensure that all allegations and evidence are properly investigated and reported upon.
- 12.4 Any control weaknesses identified by an investigation must be reported to the relevant manager to allow improvements to be made that will ensure that the opportunity for further fraud or corruption is reduced.

13 SANCTIONS AND REDRESS

- 13.1 The Council's **Disciplinary Procedures** will be used where the outcome of the Audit Investigation indicates improper behaviour.
- 13.2 In cases where financial impropriety is discovered, the Council will normally request the Police and Crown Prosecution Service to assess the evidence and make the decision to prosecute or not.
- 13.3 The Council will always seek to recover any losses incurred as a result of fraud or corruption, wherever this is practical, including the use of the civil law if appropriate. Losses will be calculated using professional statistical methodology for making accurate estimates, building in a proper level of independent valuation as required.

Investigations Not Involving Fraud or Corruption

- 13.4 The investigation process related to the Council's **Disciplinary Procedures** will only be **used** for enquiries where no fraud or corruption is suspected.
- 13.5 The Corporate Head Business Support will outline any investigations undertaken under the Disciplinary Procedures to the Section 151 Officer; Monitoring Officer and Internal Audit Manager, on a regular basis.

14 TRAINING AND PUBLICITY

- 14.1 The Council recognises that the continuing success of its Anti-Fraud and Corruption Strategy and its general credibility will depend largely on the effectiveness of programmed training and awareness and responsiveness of employees throughout the organisation through publication.

Training

- 14.2 All employees involved in fraud work should be properly and regularly trained in all aspects of it. The training plans produced annually as part of the Council's appraisal system will reflect this requirement and include both internal and external training provision as appropriate.
- 14.3 The Council supports the concept of induction and subsequent training for all employees in this area, but particularly for employees involved in internal control systems to ensure that their responsibilities and duties are regularly highlighted and reinforced. This can be linked with training and awareness of other key documents such as the Whistleblowing Policy and Anti-Money Laundering Policy.
- 14.4 The possibility of disciplinary action against employees that ignore such training and guidance is clear.

Publicity

- 14.5 Methods of publication of the Strategy and Response Plan will be sought, with the clear goal of ensuring that all employees are aware of the zero tolerance culture and targeting those officers in areas of high risk of fraud loss. Potential communication channels include:
- The Council's Website;
 - The Council's Intranet Folders;
 - Members' Information Bulletin; Core brief;
 - Promotional sessions at section team meetings; and
 - Information accompanying payslips;

15 POLICY REVIEW

- 15.1 The Council has in place a clear network of systems and procedures to assist in the fight against fraud and corruption. It is determined that these arrangements will keep pace with any future developments in both preventative and detection techniques regarding fraudulent or corrupt activity that may affect its operation.
- 15.2 To this end, the Council maintains a continuous overview of such arrangements through, in particular, its Section 151 Officer and its Internal and External Auditors and through the probity role of the Monitoring Officer.
- 15.3 This policy will be reviewed annually by the Section 151 Officer or at the specific request of the Council's Monitoring Officer, and formally updated at least every 3 years.

16 CONCLUSIONS

- 16.1 The Council has in place a robust network of systems and procedures to assist it in the fight against fraud and corruption. It is determined that these arrangements will keep pace with any future developments in both preventative and detection techniques regarding fraudulent or corrupt activity that may affect its operation or related responsibilities. To this end, the Council maintains a continuous overview of such arrangements.
- 16.2 The Anti-Fraud and Corruption Policy provides a comprehensive framework for preventing and tackling fraudulent and corrupt acts against the authority. The approval of the Policy by the full Council demonstrates a commitment to protecting public funds and minimising losses to fraud and corruption. Having made this commitment, it is imperative that Corporate Leadership Team (CLT) and Strategic Managers put in place arrangements for disseminating the Policy and promoting fraud awareness, throughout their services.

Fraud and Corruption Identification and Response Plan Employees and Members

Suspected fraud or corruption may be discovered in a number of ways. It is important that in all cases employees are confident that they are able to report their concerns and are aware of the procedures for doing so. The following details what you should do if you suspect fraud or corruption.

Council Employees

1. Convey your suspicions either:-

a) To your Line Manager

Report the incident to their Line Manager as a matter of urgency. Line managers should establish as many details as possible by discussion with the notifying officer. It is important that this is done immediately to ensure that the record of the incident is as accurate as possible.

(If necessary concerns can be reported directly to the relevant Strategic Manager, Corporate Head Business Support or Director of Services)

The manager should formally report the incident to the Corporate Head Financial Management (Section 151 Officer) or Internal Audit without delay. The Council's Monitoring Officer also needs to be informed of any actual or suspected breach of the law or codes of practice. Upon receipt of such notification, these Officers shall take the necessary steps to pursue the allegation. This will usually include one or more of the following actions:-

- request Internal Audit to undertake an investigation into the matter;
- referral to the Police
- referral to the External Auditor

In some cases the notifying individual may prefer to report the suspicion to an independent officer or even to remain anonymous. In these circumstances there are other reporting procedures available as set out below.

b) Council Employees or Members - To the Council's Internal Auditors via the Confidential Reporting

The Council has a '**Whistleblowing Policy**' which provides protection for employees against harassment or victimisation where concerns have been raised in good faith.

Any concerns can be reported via the Shared Audit Service Fraud Hotline number via **01423 500600 extension 58456**

c) Council Employees or Members - Concerns may be raised directly with the Section 151 Officer, Monitoring Officer or Chief Executive.

2. Deal with the matter promptly

If you suspect fraud or corruption, deal with the matter promptly as a delay may cause the Council to suffer further financial losses.

The above demonstrates a number of ways in which your concerns can be raised within the Council. If you are not satisfied with the action taken, you may wish to take the matter outside the Council. The following are possible contact points:-

- A Member of the Council;
- The External Auditor
- Other Regulatory Organisations, e.g. Local Ombudsmen
- Your own Solicitor
- The Police

If you do take the matter outside the Council, however, you need to ensure that you do not disclose confidential information or that disclosure is privileged.

3. Investigating Suspected Fraud

Housing and Council Tax Benefits

Refer to separate document Benefit Fraud and Prosecutions Policy.

All other Suspected Fraud

If a fraud is suspected it is critical that the investigation is conducted promptly and in a professional manner to ensure that the interests of both the individual and the Council are protected. In the case of the Council there is the need to protect the council from potential losses and in the case of the individual a suspicion should not be seen as guilt which must be proved.

For each reported case the Manager concerned should consider the following courses of action:

- Involve the Council's Monitoring Officer if a breach of the law, code of conduct or maladministration is suspected or has occurred;
- Initially assess whether there is a need for any employee to be suspended in accordance with the Council's Disciplinary Procedure, and liaise with the employees' Union if applicable;
- Identify a course of action (what, who, when, how, where);
- Identify the reporting process (who by, to whom, when and how) to ensure the strict confidentiality is continuously maintained;
- Bring the matter to the attention of the Chief Executive and Leader of the Council when fraud is evident; and
- For all Fraud and Corruption cases determine whether these will be investigated internally or referred to the Police for investigation.

- For cases which are investigated internally an investigating officer will be appointed by the Chief Executive and/or Section 151 Officer (normally, but not limited to the internal audit manager), who must have regard to the disciplinary procedures at all stages of the investigation. Investigations shall be conducted in accordance with the procedures set out in Fraud and Corruption Identification and Response Plan set out at **Appendix C**.

Liaison with External Audit and the Police

The Council has a duty to report all frauds to their external auditors to allow them to take a view on the Council's control environment and the potential impact on their opinion to the statement of accounts. The Section 151 Officer will do this at the earliest opportunity where the fraud is significant and for all other fraud annually in line with the external auditor's requirements.

Police

The experts at investigating fraud are the Police. The Crown Prosecution Service will also make a decision as to whether or not a prosecution is to be initiated. Initial contact with the Police should only be undertaken following discussion between the Section 151 Officer, the Investigating Officer, the Monitoring Officer, and the Chief Executive. It is the policy of the Police to welcome early notification of suspected fraud.

If the Police decide that formal investigation is necessary, all employees should co-operate fully with any subsequent requests or recommendations. All contact with the Police following their initial involvement will usually be via the Investigating Officer. Where the Police decide to formally investigate this will not prejudice any internal disciplinary procedures; these should continue as normal. However, the internal investigation and the Police's should be co-ordinated to make maximum use of resources and information.

Outcomes

Outcomes will be dependent upon the evidence and conclusions of the investigation and are:

- Implementation of Disciplinary proceedings (under the **Disciplinary Procedure**);
- Criminal Prosecution;
- Civil Prosecution;
- Exonerate person(s) concerned; and/or
- Take no further action.

Where appropriate the loss to the Council may be calculated to enable redress to be sought. Recommendations may be made to managers to improve systems where weaknesses have been identified during the course of the investigation.

Liaison with Audit and Governance Committee and Standards Committees

The Audit and Governance Committee and the Standards Committee both perform important roles in overseeing the Council's Code of Conduct; governance framework; and anti-fraud and anti-corruption arrangements. The Chairman and Vice Chairman of both Committees will be notified of the outcomes of investigations carried out under this **Anti Fraud and Corruption Strategy**.

Fraud and Corruption Identification and Response Plan Member of the Public/Outside Organisation

The following details what you should do, if you are a member of the public or outside organisation and suspect fraud or corruption.

1. Make a note immediately of your concern

Note all relevant details such as what was observed, details of conversations, the date, time and name of parties involved. **Do not** attempt to investigate the matter yourself.

2. Convey your suspicions in writing marked **PRIVATE AND CONFIDENTIAL - TO BE OPENED BY ADDRESSEE ONLY** to the Council's Chief Executive or Monitoring Officer as follows:

The Chief Executive
Craven District Council
1 Belle Vue Square
Broughton Road
Skipton
North Yorkshire
BD23 1FJ

The Monitoring Officer
Craven District Council
1 Belle Vue Square
Broughton Road
Skipton
North Yorkshire
BD23 1FJ

3. If the suspected fraud relates Housing or Council Tax Benefit, notify your suspicions in writing marked **PRIVATE AND CONFIDENTIAL - TO BE OPENED BY ADDRESSEE ONLY** to:-

The Revenues and Benefits Manager
Craven District Council
1 Belle Vue Square
Broughton Road
Skipton
North Yorkshire
BD23 1FJ

Alternatively, telephone the Council's Fraud Hotline number on 01756 706388

You may also report Benefit Fraud online via the Council's website www.cravencd.gov.uk or email controlteam@cravencd.gov.uk

Alternative Contacts

The above demonstrate a number of ways in which your concerns can be raised confidentially to the Council. If you are not satisfied with the action taken, or you wish to contact someone other than the Officers above, you may wish to take the matter outside the Council. The following are possible contact points:

- A Member of the Council see www.cravendc.gov.uk for Councillor (Member) contact details.

- The External Auditor

Mazars LLP
Rivergreen
Aykley Heads
Durham
DH1 5TS

Tel: 0191 383 6300

- Other Regulatory Organisations e.g. Local Ombudsmen

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

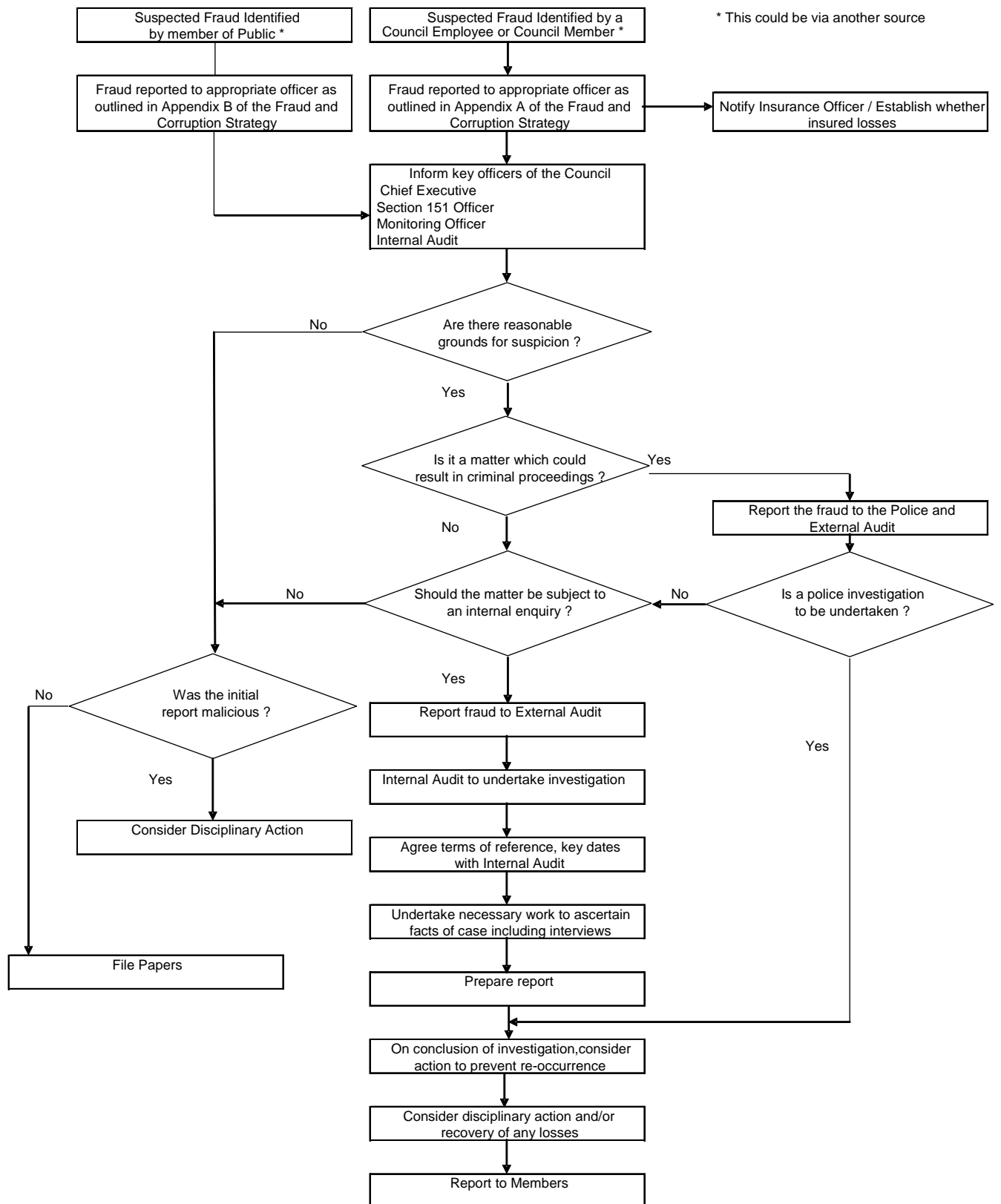
Tel: 0300 0610614

Fax: 024 7682 0001

Website: www.lgo.org.uk

- Your own Solicitor
- The Police - Tel: 0845 60 60 24 7 (North Yorkshire Police)

Craven District Council - Fraud and Corruption Identification and Response Plan





If you would like this information in a way which is better for you, please telephone 01756 700600.

Craven District Council
1 Belle Vue Square
Broughton Road
Skipton
North Yorkshire
BD23 1FJ

Tel: 01756 700600

Email: contactus@cravenc.gov.uk

Website: www.cravenc.gov.uk

