

**Counter Fraud Progress
Report to Audit Committee:
2022/23 Quarter 3**

31st December 2022



HILLINGDON
LONDON

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Contents

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1. Introduction	3
2. Executive Summary	3
3. Analysis of Counter Fraud Activity in Q3	4
4. Analysis of Counter Fraud Performance in Q3	9
5. Forward Look	9
<u>Appendix A</u> - CFT Q3 KPI Performance	10
<u>Appendix B</u> - CFT Q3 Financial Performance	11
<u>Appendix C</u> - Glossary of Terms	12

1. Introduction

1.1 The Role of the Counter Fraud Team

- 1.1.1 The Counter Fraud Team (CFT) supports the Council in meeting its statutory responsibility under section 151 of the Local Government Act 1972 for the prevention and detection of fraud and corruption. The work of the CFT underpins the Council's commitment to a zero-tolerance approach to fraud, bribery, corruption, and other irregularities, including any money laundering activity.
- 1.1.2 As well as counter fraud activity, there is also a range of preventative work that the team is responsible for carrying out. This includes fraud awareness training and ensuring the Council have up-to-date and appropriate investigation policies and procedures.

1.2 The Purpose of the Counter Fraud progress report

- 1.2.1 The Counter Fraud Progress Report provides the Council's Corporate Management Team (CMT) and Audit Committee with summary information on all counter fraud work carried out during the Quarter 3 (Q3) period (1st October to 31st December 2022). In addition, it provides an opportunity for the Head of Counter Fraud (HCF) to highlight any significant issues arising from the counter fraud work in Q3.
- 1.2.2 The progress report also highlights to CMT, the Audit Committee and other key stakeholders, the performance of the CFT in meeting its strategic and operational objectives (as set out in the Counter Fraud Strategy 2022 to 2025), which provides an opportunity for the HCF to be held to account in this respect.

2. Executive Summary

- 2.1 Economic uncertainty and a significant rise in the cost of living has created an environment which exposes the Council to a greater risk of fraud. To combat this, the CFT in Q3 has continued to work proactively and reactively across the main fraud risks that are faced. **This has led to the CFT identifying loss prevention savings of c£3.75m in Q3 bringing the year to date total to c£10.7m.**
- 2.2 Investigations into suspected cases of tenancy fraud has remained a focus for the CFT in Q3. The team are currently **investigating 129 cases** and as previously reported there is a sustained increase in activity in this area post covid. To meet this increase in fraud risk considerable resource from other sub teams has been deployed into tenancy fraud throughout the financial year. **During Q3 the CFT have successfully recovered 25 properties** through its investigative actions. This brings **the year to date properties recovered to 62 exceeding 2021/22 recovery figure of 42.** The recovery of Social Housing stock by the CFT provides a much needed supply of properties at a time when the Council faces unprecedented levels of demand.
- 2.3 The CFT throughout Q3 has actively investigated cases relating to the **Revenues Maximisation Project**. The team working in collaboration with its external suppliers have identified businesses that should be listed for NNDR but are not currently rated. **During Q3 a total of £1.8 million in billings have been issued to businesses.** This work has a direct impact in maximising the Councils income and highlights the importance of using investigative techniques to determine Business rates liability.
- 2.4 During Q3 the CFT promoted its **awareness campaign** to coincide with the **International Fraud Awareness Week**. Social media posts were released daily across a variety of platforms to inform the public of different fraud risks and how to refer to the CFT. A variety of fraud awareness sessions also took place within service areas to highlight the risks of fraud.

- 2.5 Though it was reported in Q2 the CFT was fully staffed, unfortunately during Q3 a Lead Investigator within the Housing Investigations Unit has left their position. This coupled with another Lead Investigator on maternity leave, has created resourcing challenges. **To ensure the team operates effectively interim structural arrangements have been put in place for the rest of 2022/23.** This includes a Lead Investigator becoming an interim Counter Fraud Manager to ensure the service has sufficient operational oversight to meet its strategic objectives.
- 2.6 During Q3 five members from the CFT have obtained professional accreditation having successfully completed the Accredited Counter Fraud Technician (ACFT) qualification. **All members of the CFT now hold professional counter fraud qualifications** demonstrating the CFT's commitment to providing an effective and robust counter fraud response for the authority.

3. Analysis of Counter Fraud Activity in Quarter 3

3.1 Housing Fraud

- 3.1.1 In Q3 the CFT has continued to focus its efforts on the high volume of tenancy fraud cases. This approach has led to the **recovery of a further 25 council properties, resulting in £1.4million of notional savings.** The number of properties recovered has increased steadily over 22/23 due to proactive projects and high-quality referrals, as per **Table 1** below, non-occupation continues to be the key area of tenancy fraud risk.

Table 1 ~ Housing Tenancy Fraud Cases

Case Type	Q1	Q2	Q3*	2022/23*	£k/value**
Abandonment	0	0	0	0	£0
Deceased	3	6	4	13	£728k
NFI Fraud Hub	0	0	6	6	£336k
Non-Occupation	6	10	11	27	£1,512k
Sub-Let	4	3	2	9	£504k
Wrongful Succession	2	3	2	7	£392k
Total Properties Recovered	15	22	25	62	£3,472k

* As at end of Q3 (31st December 2022).

** Tenancy Fraud Forum valuation.

- 3.1.2 There are currently **129 ongoing investigations relating to tenancy fraud and deceased tenants.** Notices to end tenancies have been served on 19 of those cases and a further **10 cases are currently with our legal team.** The team have also obtained 4 possession orders following legal proceedings, which are awaiting enforcement action. The outcomes of these cases will be reported in Q4.
- 3.1.3 As reported in Q2 the CFT are proactively identifying cases of unknown deceased tenants with the assistance of the **NFI Fraud Hub.** The details of this work can be found in subsection 3.6 of this report. This work, though not classed as fraud, has contributed significantly to the number of properties recovered.

- 3.1.3 The Key Performance Indicator (KPI) 4 (refer to Table 5 in Appendix A) requires the CFT to recover 30% of properties associated with tenancy fraud referrals. **The CFT has had another successful quarter with 51% of tenancy fraud referrals resulting in property recovery.**
- 3.1.4 Due to the current economic climate there has been an increase in demand for housing and **Bed and Breakfast (B&B) emergency accommodation.** Therefore, in Q3 the CFT focused on an additional proactive project conducting residency checks to all emergency accommodation placements, to highlight any instances of non-occupation or subletting.
- 3.1.5 To date a total of 226 B&B properties have been visited, and in Q3 the **CFT has closed 6 emergency accommodation units due to non-occupation, resulting in savings of c£48k.** There are 51 properties which still require visits to confirm residency, and **11 cases have been opened** highlighting concerns of suspected non-occupation. An update on the outstanding work in this area will be provided in the next progress report.
- 3.1.6 The CFT carry out verification checks on all Right to Buy applications submitted to the Council, to provide assurance that those who apply are eligible for the significant discount and that the funds used for the purchase abide by money laundering regulations. In Q3 the CFT have received 11 RTB applications to verify and cancelled **3 RTB applications** resulting in **savings of c£335k.**
- 3.1.7 Even though the First Time buyer (FTB) Scheme has disbanded, post-sale checks are required to ensure those that have received the grant are adhering to the strict conditions. The conditions include not subletting your property. To date the team has **1 case currently under investigation.**
- 3.1.8 In Q3 the CFT completed **291** verification checks on applicants who have registered for social housing. Outlined in **Table 2** below, the team successfully identified **60** housing register applications that should be rejected for a variety of reasons.

Table 2 ~ Housing Tenancy Verification Cases

Housing Tenancy Verification Cases	Q1	Q2	Q3*	2022/23
Total number of cases reviewed	424	304	291	1,019
% Identified by CFT for rejection	17%	20%	20%	18%
Total number of applications closed	3	4	0	7

* As at end of Q3 (31st December 2022).

- 3.1.9 KPI 2a (refer to **Table 5** in **Appendix A**) targets an outcome of **95%** of Housing allocation verifications to be completed within the target date set by the Housing department. In Q3 the team has successfully achieved **99% of verifications** being completed within their target date.

3.2 Revenues Fraud & Inspections

- 3.2.1 In the area of Revenues, the CFT has continued to maintain a high level of performance and again exceeded their KPI target (refer to **Table 5** at **Appendix A**). In Q3, as detailed in **Table 3** over the page, the CFT has **conducted 1,782 inspections, with 1,759 (99%) visited within the 10-day KPI target.**

Table 3 ~ Revenues Inspections Performance 2022/23

Revenues Inspections	Q1	Q2	Q3*	2022/23
Total number of inspections completed	2,149	2,741	1,728	6,618
Percentage within 10 day target	99%	99%	99%	99%

* As at end of Q3 (31st December 2022).

3.2.2 During Q3 the CFT has identified a further **8 previously unlisted properties** made up of 'Beds in Sheds'. As a result, an additional **c£10k of loss prevention savings** has been identified following the issue of revised Council Tax bills to the liable parties. In addition, **4** properties are pending a decision from the Valuation Office Agency (VOA), with these savings to be reported in Q4.

3.2.3 The CFT has continued to focus its efforts on **maximising revenue** in Q3, identifying unlisted or amended businesses which are not in the ratings list. The team's work in collaboration with our external suppliers has led to **billings issued to business in excess of £1.8m**. This work has a direct impact on the Councils income with 15% retained by the authority.

3.2.4 The HCF notes that there have been some exceptional items found in this area of work, leading to significant one-off savings. Although this is positive, it is unlikely that the CFT will continue to find savings of this level, as the project goes on. However, the CFT have additional project work planned in Q4 targeting sustained performance in this area.

3.3 Social Care

3.3.1 The CFT has continued to conduct activity in the area of Social Care. Like Housing, the current economic climate presents the opportunity for high levels of fraud within Social Care. The CFT are actively working with management in Social Care to mitigate these risks and to ensure the CFT is operationally ready to tackle any increased or emerging risk.

3.3.2 This heightened risk has led to the **CFT opening 5 investigations into matters of Social Care fraud**. These investigations are extremely complex and span a wide area of Social Care including Direct Payments, Commissioned Care and Special Guardianship Orders. **In total these cases are valued at over £225k**. Updates will be available in future progress reports.

3.3.3 A recent investigation into a Housing Fraud highlighted cross cutting risks within Social Care. The CFT worked across multiple services areas to conclude an on-going non-occupation case. Officers identified that despite a service user having a live tenancy in place, the Council were paying out considerable sums of money to meet the service users care needs by brokering a residential care placement that was not required. With a multi-service approach taken, residential care payments were stopped, and the service user was supported back into independent living. **This not only resulted in significant savings of c£14,000, but that service user was also able to return to a home of their own.**

3.3.4 A key focus for Q3 was strengthening the control environment within financial assessments in instances where financial support had been requested to meet services users care costs. Working collaboratively with the Financial Assessment Team, **a review of the Adult Social Care Financial Assessment form was carried out.**

- 3.3.5 Due to the requirement for prospective and current service users to undergo an assessment of their finances and assets, additional information will soon be mandatory as part of this process. Once fully embedded, the Council's exposure to fraud and error in this area will be further reduced, with a greater level of assurance provided to managers.
- 3.3.6 In addition to the review, the CFT conducted a total of **165 financial assessment verifications this quarter, with one case of Single Person Discount fraud identified**. This resulted in **loss prevention savings of c£403**. Of the 165 verifications, a total of 17 requests were not verified. With checks undertaken to identify instances of hidden assets, income or capital, all **17 cases are undergoing additional checks** to determine each services user's eligibility.
- 3.3.7 Section 17 of the Children's Act 1989 places a duty on the Council to safeguard and promote the welfare of children in need. Section 17 support offers a range of services that includes providing accommodation and/or financial assistance to eligible applicants. The CFT undertake verification checks for all Section 17 applicants who approach Social Services. **Table 4** below, illustrates the outcomes derived from the preventive measures in place that ensure services provided are only accessed by those who meet the eligibility criteria.

Table 4 ~ Section 17 Verification Cases 2022/23

Section 17 Cases	Q1	Q2	Q3*	2022/23
Total number of cases reviewed	5	2	5	12
Total number verified as accurate	1	0	3	4
Total number of cases closed	1	0	0	1
Total number of cases under further investigation	3	2	2	7
Loss Prevention Savings	£13,128	£0	£0	£13,128

* As at end of Q3 (31st December 2022).

- 3.3.8 As demonstrated in **Table 4**, there are a total of seven Section 17 verifications that are undergoing further checks. **These verifications account for 58% of all verification's requests over the 2022/2023 period**. The team are working with Social Care to investigate all anomalies identified, with outcomes expected to be reported in Q4.
- 3.3.9 Following the commencement of the Section 17 proactive project reported in Q2, the team have **concluded visits to all 34 service users placed in emergency accommodation**. With Social Care providing accommodation to those destitute families, the announced visits were designed and orchestrated to provide assurance to key stakeholders within Social Care that all accommodation provided was being lawfully occupied and for any instances of non-occupation or subletting to be investigated. With two cases under investigation due to suspected non-occupation, outcomes are expected to be reported in Q4.

3.4 Blue Badge Fraud

- 3.4.1 Q3 marked a successful quarter for the team with the conclusion of two lengthy Blue Badge investigations. Following the team's reported participation in the London Wide Blue Badge Day of Action and the teams proactive project at Ruislip Lido, **two offenders received fixed penalty notices totalling £200** due to Blue Badge misuse. In addition, **both offenders received Simple Cautions as an alternative to criminal proceedings**.

3.4.2 This quarter further demonstrated the team's agile approach in tackling Blue Badge misuse across the borough, with counter fraud resources deployed in Hayes and outside a school in Uxbridge, following reports of blue badge misuse. **One offender received a £100 fixed penalty notice and Simple Caution**, the second incident remains under investigation, with enquires ongoing.

3.5 Onsite Immigration Official

3.5.1 The Onsite Immigration Official (OSIO) has played an instrumental part in the CFT's preventative measures across the Council. The OSIO provides real time data on a person's status to service areas. This helps determine the eligibility of an applicant for assistance and prevents those that are not entitled gaining access to vital services. In Q3 the OSIO has continued to provide a value for money service **identifying c£56k in savings across Housing and Social Care. This brings the year to date savings by the OSIO to c£126k which represents a 39% increase on 2021/22.**

3.6 London Counter Fraud Hub

3.6.1 The CFT joined the London Counter Fraud Hub (LCFH) at the start of the financial year. The hub is designed to bring London Boroughs together, sharing data to identify fraud, loss or error. This innovative approach will also use the power of data to uncover cross borough frauds.

3.6.2 As reported in Q2, the CFT completed its first in house data matching exercise using the LCFH which matched tenancy records against the death register identifying 5 properties where the Council was unaware that the tenant had passed away. Utilising the unique capabilities of the LCFH this match is now embedded within the hub and automatically provides refreshed matching every two weeks. This maximises loss prevention by ensuring that cases are identified at an early stage. In Q3 the LCFH has identified a further **5 properties** where the Council was unaware that the tenant had passed away.

3.6.3 Members of the CFT have joined a working group set up by The London Boroughs' Fraud Investigators' Group (LBFIG) which is developing innovative bespoke data matching reports to identify cross border fraud in identified high risk areas. Reports from these matches are expected towards the end of Q4.

3.7 Other Counter Fraud Activities

3.7.1 As part of the CFT's strategic objectives, the team has been embedding and promoting a counter fraud culture throughout the Council, by regularly undertaking fraud awareness sessions to service areas. These sessions give teams the tools to identify, and report suspected fraud or loss. During Q3 the CFT conducted **fraud awareness sessions** with the Housing Management Team, as well as the HCF delivering Counter fraud training to the Audit Committee. Further sessions are planned for Q4.

3.7.2 Throughout Q3 the CFT has continued to work in collaboration with colleagues from other Council services to conduct desk-based checks on households that have applied to join the Homes for Ukraine scheme. These checks provide assurance to CMT that the applicants are in a suitable position to accept Ukrainian families fleeing from their country.

3.7.3 Following the successful completion of recruitment previously reported to committee **five officers of the CFT obtained professional accreditation** during Q3 by successfully completing the Accredited Counter Fraud Technician (ACFT) qualification demonstrating the CFT's commitment to staff development and to provide a robust and effective counter fraud response.

- 3.7.4 The CFT has been working with Internal Audit collaboratively throughout the financial year to support risk and governance arrangements within the Council. With the Internal Audit team facing significant resourcing challenges, the CFT has undertaken some consultancy work in service areas relating to fraud controls. These reviews help strengthen controls within processes minimising the risk of fraud.
- 3.7.5 During Q3 the CFT has seen further turnover of staff with a Lead Investigator vacancy and another on Maternity leave. To ensure the team has operational oversight and has management capacity to drive performance, **an interim structure has been put in place for the remainder of the financial year**. This has included promoting a Lead Investigator to an interim Counter Fraud Manager. The HCF is currently reviewing these arrangements with a permanent solution to be implemented for the new financial year.

4. Analysis of the Counter Fraud Team's Performance in Quarter 3

- 4.1 Attached at **Appendix A** is **Table 5** which sets out the Q3 performance by the CFT against the nine KPIs. Also attached at **Appendix B** is **Table 6** which provides an overview of the financial performance of the team in Q3 within each of the main areas of counter fraud activity. The CFT's financial performance should be considered against a target of £3.5m for 2022/23.
- 4.2 The CFT has achieved a consistent level of performance across all KPI's this quarter. The details of this are that **all 9 KPI's are above targeted performance**. The HCF will continue to prioritise and monitor the team's performance closely to ensure this high level of performance continues.

5. Forward Look

- 5.1 As we look forward into Q4 of 2022/23, the CFT will undertake a variety of proactive projects in Housing and Social Care. Both projects will involve residency checks to highlight instances of non-occupation and sublet. These cases will then be investigated by the CFT leading to property recovery.
- 5.2 The **Cabinet Office NFI Bi-Annual exercise** is due to be released in Q4. The CFT has strategic oversight of this project with some key data matches undertaken by the CFT itself. The data matches will highlight instances of fraud, loss and error with outcomes likely to be reported in Q4 and beyond.
- 5.3 With the end of year fast approaching, the management team within the CFT will begin to review and update the fraud risk assessment and fraud universe to better understand the fraud landscape that lies ahead for 2023/24. **This critical information will be used to formulate the required operating model for the CFT** to ensure it remains fluid in its approach to combatting fraud.
- 5.4 The CFT would like to take this opportunity to formally record its thanks for the co-operation and support it has received from the management and staff of the Council during this quarter. There are no other counter fraud matters that the HCF needs to bring to the attention of CMT or the Audit Committee at this time.

Alex Brown APCIP
Head of Counter Fraud

31st December 2022

Table 5 ~ CFT KPIs and Actual Performance

CFT KPIs	Target	Q1	Q2	Q3*	22/23*	21/22
1. Percentage of fraud referrals risk assessed within 3 working days	95%	99%	99%	95%	98%	99%
2. Verification work timescales for completion:						
a. Housing Allocations completion within the target date set by Housing	95%	99%	99%	99%	99%	99%
b. Right to Buy case completion within 28 working days	95%	100%	100%	100%	100%	100%
c. Financial Assessments completion within 7 working days	95%	100%	100%	100%	100%	N/A**
d. Section 17 reviews completion within 7 working days	95%	100%	100%	100%	100%	N/A**
3. Investigation plan completion within 5 working days of case allocation	95%	100%	100%	99%	99%	99%
4. Tenancy fraud referrals received resulting in property recovery	30%	35%	36%	51%	40%	33%
5. Investigations resulting in loss prevention/financial saving outcome	40%	41%	41%	46%	42%	55%
6. Revenue inspections completed within 10 working days of referral date	95%	99%	99%	99%	99%	97%

* As at end of Q3 (31st December 2022).

N/A** = New KPI that has been introduced in the Counter Fraud Strategy for 2022 – 2025.

APPENDIX B**Table 6 ~ CFT Quarter 3 2022/23 ~ Financial Performance**

Work Area	Description	Quarter 1	Quarter 2	Quarter 3*	Quarter 4	2022/23*
Housing	Right to Buy discounts	£0	£336,900	£335,100	£0	£672,000
	Property Recovery (notional savings)	£840,000	£1,232,000	£1,400,000	£0	£3,472,000
	Other savings/loss prevention	£22,491	£40,267	£72,481	£0	£120,802
Social Services	Section 17 and UASC**	£13,128	£0	£0	£0	£13,128
	Financial Assessments	£4,758	£129,749	£14,232	£0	£148,739
	Disabled Facilities Grants	£0	£30,000	£0	£0	£30,000
	Direct Payments	£4,369	£300	£0	£0	£4,669
Revenues	Single Person Discount	£5,697	£5,847	£8,410	£0	£19,954
	Council Tax Reduction & arrears	£6,910	£20,203	£15,830	£0	£42,943
	Unlisted Buildings	£35,995	£17,239	£10,988	£0	£64,222
	Housing Benefit Overpayments	£5,456	£82,224	£428	£0	£88,108
	NNDR	£1,391,666	£2,680,774	£1,844,320	£0	£5,916,760
Blue Badge	Simple Caution & Financial Penalty	£100	£200	£300	£0	£600
Immigration Officer	Housing Homelessness Applications**	£0	£16,107	£8,053	£0	£24,160
	Social Care Savings	£42,335	£11,760	£48,367	£0	£102,462
Totals	Loss Prevention Savings	£72,644	£565,084	£478,235	£0	£1,115,963
	Notional Savings	£2,028,372	£3,592,883	£2,968,100	£0	£8,589,355
	Cashable Savings	£271,789	£445,407	£311,877	£0	£1,029,073
	Costs awarded and penalties	£100	£200	£300	£0	£600
	Total	£2,372,905	£4,603,574	£3,758,512	£0	£10,734,991

* As at end of Q3 (31st December 2022).

** Average weekly cost against average length of support. This figure fluctuates but has been provided by the Council's Business Performance Team.

Glossary of Terms

Beds in Sheds

'Beds in Sheds' is the term used to describe habitable outbuildings, or annexes to private properties being utilised without the awareness of the Council or the Valuation Office Agency (VOA).

Blue Badge

A Blue Badge provides parking concessions and helps people with **non-visible and visible disabilities or health conditions** park closer to their destination. The Blue Badge enables holders to park in designated disabled person's parking bays either on the public highway or privately owned car parks. In addition, badge holders can park on single or double yellow lines for up to 3 hours.

Direct Payments

The Council are responsible for administering direct payments to service users who have been assessed as needing care and support services. The payments are made to allow applicants to access care to meet their social care needs, such as support with living tasks and social activities.

Disabled Facility Grants

The council offers a range of financial support schemes for people with disabilities, such as the Disabled Facilities Grant (DFG). The DFG is a means tested scheme that allows eligible applicants to receive financial support to make adaptations to their home, if they, or someone living at the property is disabled.

Financial Assessments

The Council is under a financial and legal obligation to carry out this means tested assessment for each service user. The Financial Assessment (FA) identifies whether the applicant(s) is eligible to receive funding towards their care costs.

Fraud Hub

Utilising the existing Cabinet Office infrastructure and systems, most London based local authorities have agreed to upload internally held data sets for proactive data matching exercises. These regularly agreed upon exercises will lead to the identification of possible fraud, loss or error.

National Fraud Initiative

The National Fraud Initiative (NFI) is a data matching exercise co-ordinated by the Government Cabinet Office and conducted every 2 years. There is also an annual review of claimants in receipt of Single Persons discount data that is matched against the Electoral Roll data. The NFI matches data from over 1,200 organisations, including councils, the police, hospitals and almost 100 private companies to identify potential fraud and error.

New Homes Bonus

The New Homes Bonus (NHB) is a grant that is paid by central government to incentivise local housing growth.

Onsite Immigration Enforcement Official

The Onsite Immigration Enforcement Official (OSIO) provides enhanced access to Home Office data for the purpose of assessing cases involving immigration issues and for assisting in a range of counter fraud work.

Right to Buy

The Right to Buy (RTB) process is a statutory scheme whereby a tenant(s) can apply to purchase their property at a significant discount from its market value. There are strict conditions that must be met by the applicant(s) if they are to qualify for the discount.

Revenue Maximisation

The use of internally held data and the utilisation of external data partners to identify previously unlisted commercial and domestic properties, along with identifying commercial properties that have undertaken modifications or improvements that would result in the revaluation of its Rateable Value (RV). Commercial entities are under no obligation to inform Council Tax as to when they have started trading or if their RV needs to be recalculated. The Council will only retain 15% of the identified rates.

Section 17

The CFT provides assurance and mitigate the risk of fraud within Children's Social Care, in particular the allocation of emergency accommodation provided under Section 17 of the Children's Act 1989. The verification process seeks to validate a family's reason for approach as well as their financial circumstances, as applicants claim to be destitute and requiring accommodation and or financial support. The CFT conducts verification checks on all applicants approaching the Council.

Small business Rates Relief

The Small Business Rates Relief (SBRR) scheme is designed to reduce the amount of business rates payable by small businesses. This reduction is available to ratepayers who occupy a property with a rateable value of no more than £15,000.

Tenancy Fraud Forum Valuation

As of the 2022/23 financial year, the CFT will be using the new Tenancy Fraud Forum valuation for property recovery. Working in conjunction with the London Boroughs' Fraud Investigators' Group (LBFIG) a new formula has been created to determine how much tenancy fraud costs. The formula considers the annual average temporary accommodation cost per family, the average duration for tenancy fraud, as well as the average investigation, legal and void costs. The agreed calculation for tenancy fraud within the borough is now valued at £56k per property (Previously £18k). The new calculation allows Hillingdon Council to accurately calculate financial savings by factoring in local figures.

Unaccompanied Asylum-Seeking Children

Unaccompanied Asylum-Seeking Children (UASC) are children and young people who are seeking asylum in the UK but have been separated from their parents or carers. Whilst their asylum claim is processed, they are cared for by the Council and provided with accommodation and or financial support.