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Nigel Armitage, Fraud Manager,  
Kirklees Council



Nora Batty's steps from the TV series:  
Last of the Summer Wine

## Kirklees Council goes live with Civica's Fraud Detection Financial Investigations for improved case management

### The Current Climate

With fraudulent activity more widespread and sophisticated than ever, costing the UK as much as £20 billion; the demand for multi-purpose, intelligence-led fraud detection and prevention, and investigation case management solutions has never been greater. Not only must authorities take a zero tolerance approach and manage more than housing benefit and council benefit fraud, including money laundering, property, internal and financial fraud; but they must protect public funds, and find a balance between improving efficiency, whilst reducing costs and maximising income.

### Financial Investigations

Since 1 April 2006 local authorities involved in the confiscation of criminal assets are able to access an incentive scheme which will allow them to retain around a third of recovered assets following a successful prosecution (this work can only be completed by a fully accredited Financial Investigator).

Kirklees are one of a very small number of authorities that have taken the up the mantle of chasing down those people that are perpetrating fraud against their authority through a criminal lifestyle.

Kirklees stated, *"We take the issue of any fraud being perpetrated against this authority very seriously, and our aim is to protect Public Funds and to recover monies gained through fraudulent activity wherever we can. We do not like to leave any stone unturned in this respect and will take whatever action we need to ensure that our customers or services that we deliver are not disadvantaged by fraudsters".*

### Kirklees set up a Financial Investigation Team

From January 2009 Kirklees Council has put into place a dedicated Financial Investigation Team. Their brief is to investigate and recoup revenue back to the authority via confiscation of assets and cash through the courts from individuals that have committed fraudulent activity against Kirklees Council.

Kirklees is offering this investigation service to other neighbouring local authorities and law enforcement organisations due to the expertise and accredited investigators that they now have in this field of investigation. This will also reap further financial rewards for Kirklees Council through the Home Office incentive scheme detailed above.

Kirklees Council currently benefits from using the following Civica solutions



Workflow & Doc. Management



Contact Management



Revenues & Benefits



Housing



Environment



Traffic & Streets



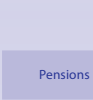
Planning



Finance



Legal



Pensions



Health & Social Care



Education & Skills



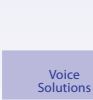
Managed Services



Consulting



Software Licensing



Voice Solutions



Internet Solutions



Fleet Management



Service Management

## Why did Kirklees choose Civica's Fraud Detection Financial Investigations solution?

Kirklees stated, *'We needed a specific case management solution to be able to deal with and effectively manage all our Financial Investigations'. They can be quite complex and by working alongside Civica we have deployed the system we wanted.'*

Civica Fraud Detection Financial Investigations is a flexible and robust corporate anti-fraud solution that enables authorities to take a proactive and diverse approach to fraud management and investigate the financial dealings of fraud perpetrators. Endorsed by SOCITM (the Society of Information Technology Management), Civica's Fraud Detection Case Management solution has ranked 1st in their software application index for the last six years based on criterion factors such as market share, product and supplier user satisfaction, and support and ease of interface with other systems. The solution can manage any type of investigation case scenario, in all environments, including financial, benefits, welfare benefits, corporate, NHS, police, housing, trading standards, shared services and managed services.

When combined with Civica's Global Fraud Investigation Module, authorised investigators can access several cases across multiple Civica case management environments. Guest access can also be provided for those requiring temporary access to the system.

Kirklees Council has been using Civica's Fraud Detection solution for over three years. They are now live with Fraud Financial Investigations Instance, and may be looking at moving to a Corporate Investigation approach in the near future. Civica's flexible and robust corporate anti-fraud Instance allows authorities to take a proactive and diverse approach to fraud management and investigate all aspects of frauds that are perpetrated against a local authority and any other authority that deals with fraud investigations such as Health, Police, and Building Societies etc.



Victoria Tower, Castle Hill

Nigel Armitage, Fraud Manager, Kirklees Council comments, *"The team are already benefiting from the new system. We can see that it will improve our efficiencies in case work for financial investigations and we hope to further develop the new system to enable us to gather financial intelligence to assist our investigations in future. The new system allows us to store all documents electronically in a secure central database"*.

The screenshot shows a software interface for case management. The title bar reads "Case Details - 20070011 (MRS BROWN) - Authority Financial Investigations". The interface includes several tabs: Case Details, Case Status, Additional Details, F1 Recoveries, Fin Investigations, Related People, Visits, Documents, Audit Log, Claimant, Partner, and Other Addresses. The main data fields are as follows:

Name:	MRS CORDELIA BROWN	Type:	L	Organisation:	DCT
Address:	2 MEADWAY	Case No.:	20070011	Allocated To:	
Town:	feltham	Potentially violent:	<input type="checkbox"/>	Benefit No.:	12717
County:	Middlesex	Operation Name:			
Postcode:	TW14 7DR	Colour Code:			
Telephone:	01234 567889	Ethnic Origin:			
DOB:	08/02/1932	Case Owner:	MO		
NI No.:	CE592345A	Closed:	06/11/2008 By: MO		

At the bottom of the form, there are buttons for "Time Recording", "Risk Analysis", "Caller Notes", "Case Reports", "Notes", "Pending Actions", "Form Report", "Property Data", and "Close".

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