

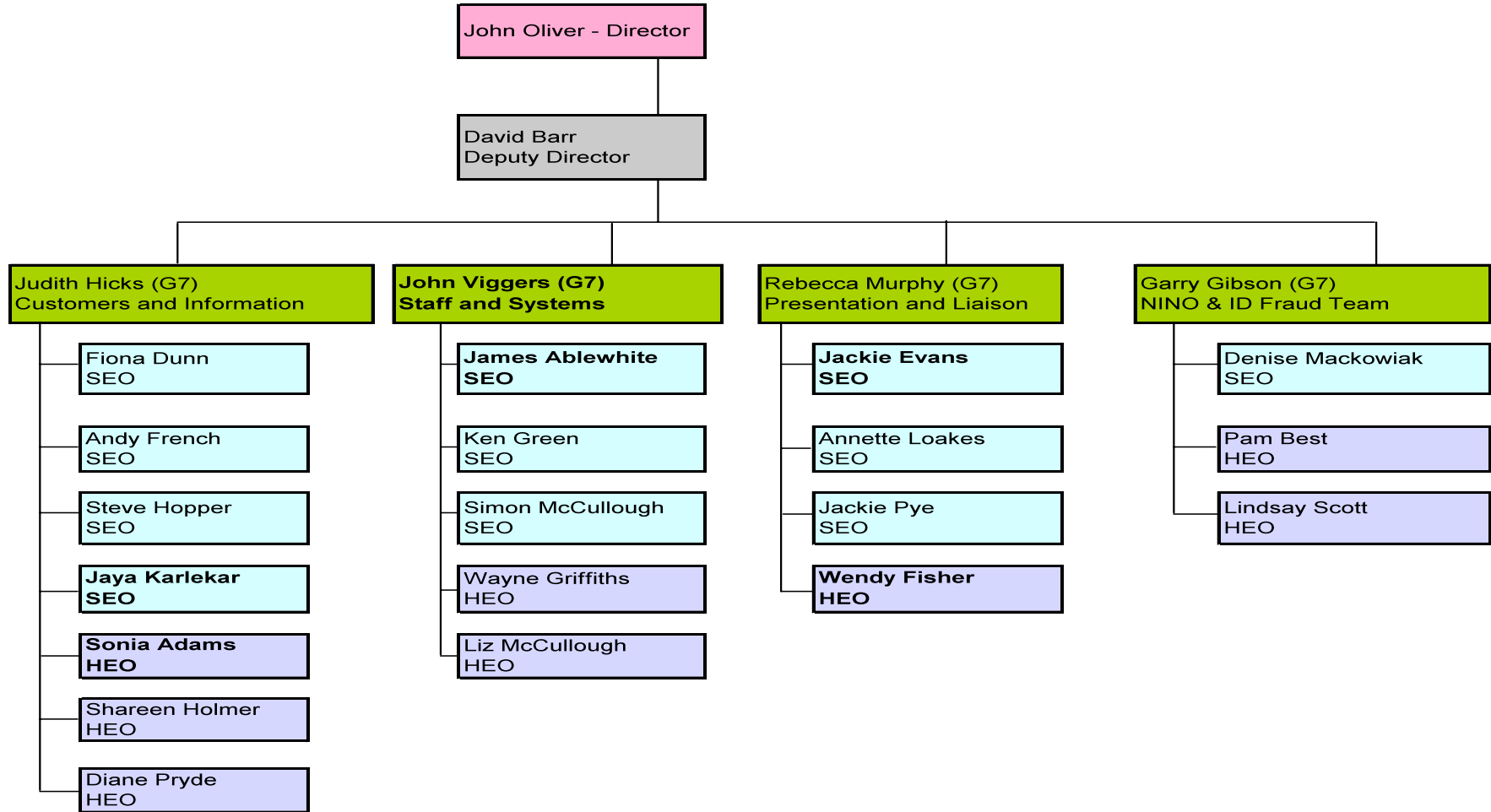
HB/CTB Integration in FESD

SOG – 22nd October 2009

So far.....

- **June** - Move from LAPD to FESD
- **5th October** – HB/CTB policy team merger with existing FESD teams
- **Late November (tbc)** – John Oliver to take up post as Benefit Performance Director

Our organisation



Advantages

- Fully embed HB and CTB in the wider departmental approach to tackling fraud and error
- Delivery of a more streamlined policy across all benefits
- Customer-centric perspective

Staff and Systems

Aim: To prevent and reduce fraud and error through Staff and Systems

- Exploiting IT
- Risk-based Verification, including
 - Voice Risk Analysis, and
 - Predictive Analytics
- Fraud and error proofing, including
 - DWP change programme;
 - Pension Credit automaticity;
 - E-claims, and
 - Tell us Once
- Learning & Development

Aim: To prevent and reduce fraud and error through Customers and Information

- Data Matching/Mining
- Credit Reference Agencies
- Sanctions
- Compliance
- Abroad Fraud / Memoranda of Understandings

Aim: To ensure good working relationships with stakeholders and provide a clear overall picture of fraud and error activity

- Secretariat for liaison groups, including
 - Fraud and Error Council
 - Fraud and Error Stakeholder Engagement Group
 - LAA Steering Group – Fraud and Error meetings
 - Security Operation Group
- Fraud and error briefing
- Divisional lead on communications
- Divisional planning

Any questions

- Any questions?
- Have you identified any gaps?
- What areas would look like to know more about?