



Cabinet Office



AppCheck

CASE STUDY: APPCHECK TRIAL RESULTS IN £180,000 SAVING FOR CITY OF LONDON CORPORATION ANTI-FRAUD AND INVESTIGATION TEAM

The City of London Corporation recently agreed to trial the National Fraud Initiative (NFI) AppCheck fraud prevention solution to help them address a growing problem of fraud in social housing applications.

The City of London Corporation is the local authority for the 'square mile' in the heart of London and the city's Housing Department is responsible for the allocation of social housing it owns and manages, across seven different London Boroughs. With the number of people requiring social housing growing exponentially in recent times the pressure on the department to ensure that housing stock is only allocated to those with a genuine entitlement is huge.



The Situation

The City Corporation’s Anti-Fraud Investigation Team along with the Housing Allocations Team are tasked with working together across London to detect, prevent and deter people from seeking to obtain social housing under false pretences. As the need for social housing increases so too does the incidence of those seeking to obtain housing fraudulently. In addition the sophistication and range of fraud being committed to evade detection is also becoming more complex. As part of its commitment to supporting the National Fraud Initiative (NFI) from the Cabinet Office, and to help evolve its approach to fraud prevention, the City Corporation decided to deploy AppCheck on a trial basis to see if it could help to improve its ability to identify those applying, or who have obtained, social housing under false pretences.

Solution

As AppCheck is a web based solution that leverages the intelligence of the National Fraud Initiative database, deploying the solution across all the stakeholders involved was incredibly easy and no IT or systems deployments were needed. Initially the City Corporation purchased a number of AppCheck Credits to perform searches on housing applications that were going through their system at the time. The AppCheck system was easily assimilated into the teams existing processes and provided an additional layer of intelligence to the verification process, as well as highlighting immigration issues to the City Corporation of those applying to be housed.

RESULTS

The results of the trial were significant right from the start. As part of the investigation activity, that resulted from intelligence provided by AppCheck during the initial trial phase, the City Corporation were able to identify several fraudulent applications that were subsequently cancelled, where dishonest information had been provided in attempts to obtain social housing.



Incredibly easy and simple to integrate within existing processes



Resulted in identifying over £180,000 worth of fraud during the trial



AppCheck now been rolled out as part of teams operational processes



Team now assessing other areas for rolling out AppCheck to other departments

Chris Keesing, Anti-Fraud Manager within the City of London Corporation commented on the AppCheck trial:

“The trial of the AppCheck solution was a great success that proved itself very early on by allowing us to identify fraud that would have otherwise potentially not been detected. Such was the success that we quickly agreed to release funds to purchase sufficient AppCheck search credits to roll out the AppCheck solution as part of the normal verification activities of the team. Since the solution was introduced we have stopped ten properties from being fraudulently obtained as a direct result of the intelligence that AppCheck has provided. The solution has proved itself to be a cost effective and positive assurance tool that helps us to protect the public purse, and stop fraudulent applications at source. Our next steps are to assess how we can deploy AppCheck across other areas within the Authority to help us combat fraud.”

If your organisation would like to take advantage of the intelligence that AppCheck provides to help prevent fraud from impacting your budgets, then contact:

