

| Item | Areas for improvement in 2023/24 | Responsible Officer |
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| 1. | <p>Promoting counter fraud work</p> <p>During 2023/24, the Council will promote counter fraud work to;</p> <ul style="list-style-type: none"> raise awareness of potential fraud increase the number of referrals from the general public and its service users publicise that the Council takes fraud seriously and will act on fraud, as a deterrent to potential fraudsters. <p>The following areas will be explored to achieve these aims;</p> <ul style="list-style-type: none"> Improving the signposting on the Council's website for the reporting of fraud Annual reporting of counter fraud activity to the Standards and Audit Committee Using social media to raise awareness Including articles on counter fraud activity and how to report fraud in Borough-wide communications such as Runnymede Talks Poster campaign to raise awareness Communicating directly with our tenants to encourage them to raise concerns of possible fraud | <p>Assistant Chief Executive (s151)</p> <p>Head of Public Relations and Marketing</p> <p>Corporate Head of Housing</p> |
| 2. | <p>Consideration of a Tenancy Review</p> <p>The Council will consider the potential benefit of undertaking a full Tenancy Review of its housing tenancies. This will be dependent on available resources within the Housing Service to collate input data for the review, and on the provision of funding which would require the approval of the Housing Committee.</p> | Corporate Head of Housing |
| 3. | <p>Review of Homelessness process</p> <p>The Council will explore whether to change its Homelessness processes to include an automatic referral to the Counter Fraud Team at the start of the process, to enable early verification of the individual circumstance of each case, rather than making a referral once a duty to prevent homelessness has been accepted.</p> | Corporate Head of Housing |
| 4. | <p>Review and update the Council's Anti-Fraud and Corruption Policy</p> <p>In addition to the actions above, it is timely to review and update the Council's Anti-Fraud and Corruption Policy to ensure it reflects current practice, and to bring it back to this Committee for consideration.</p> | Assistant Chief Executive (s151) |