

1. Please list the departments that conduct investigations into issues / breaches of policy (e.g. for fraud, planning enforcement, licensing, etc.) in your council?

a. Please list the approximate number of FTEs (full time employees) that work on investigations in each department?

Planning 3 FTE (breaches of planning applications)

Licensing 4 FTE (breaches of licences, certificates, permits, consents or registrations)

Internal Audit 2 FTE (Fraud Act Offences including benefits, adult social care, blue badges and Housing)

b. If not covered in question 1.a., please also note the number of total FTEs focused on fraud (and note the number of fraud specialists specifically) in your council?

1 FTE fraud specialist.

2. Considering third-party investigative software (e.g. for case management, financial investigation, covert operations, etc.), is this software typically procured by a centralised council IT team or by each investigation department?

Licensing - Case management, procured by service, with consultation with IT.

Planning – Idox Uniform case management system.

Internal Audit use a separate fraud management system provided by Intec Services and an investigative tool GBG.

3. What was your councils overall spend on third-party investigative software last year? £...k

Licensing and Planning N/A (no investigative software in place)

Internal Audit £1260 for Intec and £2750 for GBG.

4. In percentage terms, approximately how has your overall spend on third-party investigative software, **on an annual basis**, changed over the past 3 years?

Internal Audit - New software purchased from Intec October 2022 and GBG in Jan 20204 so increase of £4010 from 2022.

a. Why (e.g. increase in number of users within existing departments, increase in departments, adopting new software, price increases, etc.)?

Licensing and Planning N/A (no investigative software in place)

Internal Audit – New software purchased.

5. Please populate the below table, specifying if your council uses the listed third-party investigative software categories, noting your annual spend for each and your current software provider(s) if so.

Licensing and Planning (shared system with other Council Teams / Departments, used as a back office system for processing applications, payments, enquiries, complaints etc.)

Note that the total annual spend across the below categories should approximately sum to the overall annual spend on third-party investigative software, as per Q3.

Category of investigative software	Description	Does your council use this type of software?	Approx annual spend, £k, last available year	Name of your current software provider(s)
Case management software	Software used as a central hub to manage cases (from incident to reporting), including to ingest and manage relevant evidence, track case progress, and prepare reports for court proceedings.	Yes	£1260 £2750	Intec for business GBG PLC
Financial investigation software	Software designed for extracting, cleaning, analysing and / or visualising financial data and information to investigate fraud or other financial crimes.	No	£0	N/A
Covert operations software	Software for planning, managing, and executing covert operations, including surveillance management, undercover operations, intelligence gathering and secure communication tools.	No	£0	N/A
Other investigative software	Please provide a high-level summary of what other includes: ...	No	£0	N/A