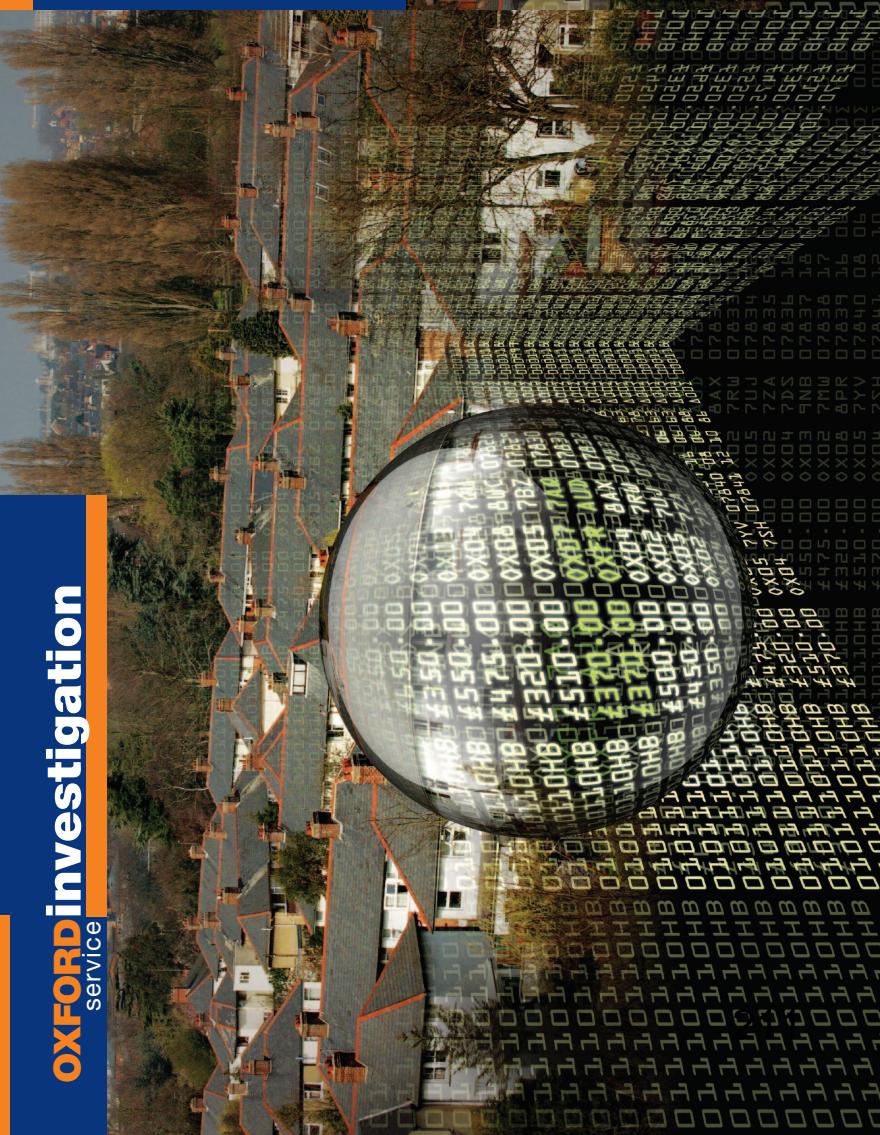


OXFORD investigation service

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Contact us

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The Investigations Team
Organisational Development and
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St Aldates Chambers
109–113 St Aldate's, Oxford, OX1 1DS

Other services available:

Oxford Legal Services
Sue Brown, Practice Manager
T: 01865 252844


**High-quality, cost-effective
professional resources
for the public sector**

Introducing Oxford Investigation Service

Oxford Investigation Service is an integral part of Oxford City Council's on-going commitment to protecting public funds and ensuring value for money for the local community.

The Team has considerable fraud investigation experience with a track record of delivering positive results. The team has experience in dealing with a wide range of both civil and criminal investigations. All officers are fully trained to an accredited standard and receive regular refresher training to ensure they are up-to-date with all developments. We conduct formal interviews under caution in accordance with the Police and Criminal Evidence Act (PACE), gather evidence, carry out covert surveillance, provide detailed reports of our findings, prepare paperwork for court files, obtain & provide witness statements and attend any hearings to give evidence when required.

The Corporate Team work with a wide variety of Council services carrying out investigations on their behalf. Some of these include Council Tax, Business Rates, and Welfare Benefits.

One of Oxford City Council's priorities is meeting the communities housing need. With affordable rental accommodation being in such high demand in the City area the Council has committed resources to tackle the abuse of social housing. Since 2010 the City has employed a team of specialist investigators to deal with cases of tenancy fraud. In the first three years of operation the team have identified and successfully recovered 42 social housing properties that were being misused.

The Tenancy Fraud Investigators already work closely with some registered providers, as well as other local authorities based in the Oxfordshire area providing advice, support and assistance on tenancy fraud related matters. We are therefore well placed to understand issues affecting registered providers. We regularly provide Fraud Awareness Training to staff on how to identify fraudulent activity and to prevent fraud entering the system.

The Council's Investigation Team has been recognised by the Department for Communities and Local

Government as committed to combatting social housing fraud.

We are therefore able to provide a fully inclusive service of investigation right through to taking legal proceedings, whether it is Civil or Criminal.

The Council's auditors PwC state in the Council's Fraud Risk Assessment for 2012/2013, 'the Council has an experienced investigations team and fraud detection practices are strong within the Council Tax, Benefits and Housing departments'.

The Investigation Team's results have provided the Audit Commission with further evidence to show that Social Housing Fraud is not just a London problem (Protecting the Public Purse 2011). Within the first six months of 2010 the tenancy fraud team had identified and recovered seven properties in which the tenant was no longer resident. The number of properties recovered continues to increase year on year.

The Investigation Team are committed to providing an effective, courteous, timely and professional investigation service. We regularly seek feedback from our clients and have evidence of a very high level of satisfaction with the services we provide.

Why choose Oxford Investigation Services?

- Experienced and well trained team of specialist investigators ensuring resilience and continuation of service provision
- Value for money
- High quality service
- Experience of working with registered providers
- Systems and procedures already in place
- Established working relationships with other local authorities and government agencies
- Recognised as one of the leaders in the field
- Access to specialist in-house legal advice
- Our charging rates are competitive

The team

Carol Quainton Investigations Manager (Finance)



Carol has worked within Local Government since 1989 and has been involved in the fraud arena for the last 19 years. She is an accredited Counter Fraud Manager and is responsible for the Council's Avoiding Bribery, Fraud and Corruption Policy and delivers Fraud Awareness Training to staff.

Rob Gurr, a former CID Officer with Thames Valley Police, has been working for Oxford City Council for the last year. During his time with the Police Rob was part of the South Oxfordshire & Vale CID Team. In 2012 this team received the Shirevalley Award for having the highest crime detection rate in the Thames Valley area.

Brian Stacey has been working in the Investigation Team since 2004. He is a graduate from Liverpool University and is an accredited Counter Fraud Officer.

David Godfrey has over 15 years' experience of investigation fraud in both the private and public sector. He has a Level 5 BTEC Professionals Qualification in Investigation.

Services offered

- Interviews (PACE and informal)
- Visiting (Joint and outside normal working hours)
- Joint working
- Covert surveillance
- Evidence gathering through legal gateways
- Obtain/provide witness statements
- Preparation of court files to prosecution standard
- Reports of findings
- Feedback on concerns of a tenants' wellbeing
- A bespoke case management system
- Training
- Advice on the prevention of housing fraud.
- Service of Legal Notices
- Specialised legal advice
- Obtaining Profit Orders

Catherine Jones Senior Investigations Officer (Tenancy Fraud & Corporate)



Catherine has worked within Local Government since 1988 and has been investigating fraud for 20 years. She is an accredited Counter Fraud Officer. She has been involved with large scale, cross agency investigations. For the last three years, Catherine's main focus has been on developing the investigation of Tenancy Fraud within the Council's own housing stock.



Scott Warner Senior Investigation Officer (Welfare Benefits & Corporate)

Scott has been working in Local Government and Fraud Investigation since 1991. Scott is a committee member of the Local Authority Investigation Officers Group and is an accredited Counter Fraud Manager. Scott has been trained in surveillance techniques by Thames Valley Police.

The Council's Investigation Team has been recognised by the Department for Communities and Local