



Cabinet Office



AppCheck



East Dunbartonshire Council

CASE STUDY: USING APPCHECK TO MANAGE FRAUD RISKS IN THE PUBLIC SECTOR

AppCheck can help organisations to reduce their workload and prevent fraudulent activities and mistaken payments.

It is a system provided by the Cabinet Office which partners with Synectics Solutions to utilise National Fraud Initiative (NFI) databases.

This case study demonstrates the value of AppCheck and how it empowers a busy organisation to do more with less resources, to avoid hard working staff or established systems becoming over-burdened in the face of a growing case load of investigations.



SITUATION

East Dunbartonshire Council lies to the north of Glasgow, bounded by the Campsie Fells and the Kilpatrick Hills. The council consists of seven wards providing a range of public services and facilities. With a population of approximately 108,130, East Dunbartonshire is in the mid-range of Scottish local authorities in terms of its population and covers an area of 77 square miles.

The council has an established comprehensive risk management process, which supports the need to manage risks relating to public sector austerity and reducing financial resources, within an environment of increasing demand for services.

SOLUTION

The council has been using AppCheck to verify and confirm the details submitted as part of applications across a number of departments within the council for over 3 years.

AppCheck enables the authority to perform a wide range of checks quickly and efficiently to ensure they meet the due diligence standards set.

RESULTS

In 2018, whilst vetting a number of Taxi Driver Licence applications, a specific licence, that would have normally have been granted, was highlighted using the AppCheck system as containing anomalies. The applicant had stated that they had never previously held a taxi driver licence but using AppCheck the system highlighted the individual had a taxi driver licence granted by an English local authority.

East Dunbartonshire investigated the case and it transpired that the individual had not only lied about previously holding a taxi driver licence but had in fact had his licence revoked by the English authority, due to concerns that he was no longer a fit and proper person to hold a licence. The decision to revoke the licence was subsequently upheld on appeal to the magistrates court. If East Dunbartonshire Council had not used AppCheck to perform the initial check on the application, the licence would have been granted potentially putting public safety at risk and causing reputational damage for the council.

Demonstrates the value of AppCheck and how it empowers organisations



Prevented reputational damage for East Dunbartonshire Council

Prevented putting public safety at risk



Helps busy organisations to do more with less resources

“I would recommend any local authority who does not use AppCheck from the NFI to consider its use as the first point of verification when dealing with any type of application to protect your organisation. I have listed just one case study but have numerous other examples of how AppCheck has helped to detect and prevent errors and fraud.”

Jamie Robertson, Chief Finance Officer East Dunbartonshire Council.

