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Southwark’s structure

• specialist team based within the Housing & Communities Department
• we have increased from a small team of 3 to 10 officers since April 2013 and just finished recruiting a further 2 officers
Why was a data-matching exercise initiated?

- new management at Southwark
- believed tenancy fraud was a bigger issue than previous results suggested
- previous approach had been reactive rather than proactive
- wanted a more intelligence-led approach
- needed to know the extent of the problem in Southwark
- implemented ‘Operation Silver’ and supplied a CRA with 39,000 tenancy records
What Callcredit Coactiva did?

• who are we?
• we matched LBS’s tenancy records against our SHARE database
• results – tenancy audit and ThreeSixty online
• results refining
How many matches did we receive?

- over 2,000 leads that required investigation
- 748 classed as good quality matches (red) indicating a higher risk of subletting according to Callcredit Coactiva
- the remaining leads were classified as amber
What were the results of the matches?

- we have recovered an additional 150 properties since August 2012 as a result of carrying out further investigations on the identified RED leads
Mr X had a tenancy near Waterloo station...
but lives here in Surrey!
1200 AMBER leads

• more organised fraud taking longer to resolve
• most have no linked address to follow up however does tell us about other undeclared occupants
• low risk leads passed to the Resident Officers to complete a verification visit
• high risk leads retained by specialist team for follow up
What are the benefits of data matching?

- save time
- focus enquiries
- immediate action
- targeted investigation process
- planned strategic visits
- less costs associated with legal action
- update our existing records to reflect the current circumstances
Multi-agency Action Day

• the information provided was also used to identify a block to be targeted for a multi-agency action day
• unannounced visits took place at over 100 addresses on one estate
• involved over 30 plain clothed and uniformed officers from the team, police, UKBA, and Southwark’s Anti-Social Behaviour Unit
• although no significant issues were found, the majority of tenants were pleased to see the council taking action
• some follow-up action is also being undertaken with one tenant terminating her tenancy as she had parted with possession and resides in another property that she purchased
Things to consider for data matching

• sifting can be time consuming

• extra resources needed for staff to identify good leads from bad data

• need tools in place to confirm data provided quickly, e.g. Land Registry, 192.com

• be prepared to share information in order to resolve tenancy issues
Southwark's RSL partners

- Family Mosaic
- Hyde
- Peabody
- Orbit
- L&Q
- Wandle
- Amicus Horizon
- LBS
Ongoing partnership

• ongoing partnership with LBS through;
  – London Hub,
  – real time CRA checks
  – additional audits
Summary

• best results ever achieved - 670 properties recovered since 2012

• raised profile of work that is being undertaken by Southwark Council to tackle illegal subletting

• award winning team!
Any questions?

How to contact us

• Team telephone number:

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