

# [GMS004.1: Fraud & Error Reporting for Grant Recipients](#)

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This guide assists Grant Recipients in submitting reports on fraud, error and compliance.

## **1. Disclaimers**

This guide uses screenshots and videos from the DESNZ training environment with demonstration data. The Warm Homes Grant Management System (GMS) is continually evolving, so this reflects the system as of July 2025. For the best experience, have GMS open and pause the video as needed to follow along.

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## 2. Contents

This guide covers the following topics: 1. Submitting fraud, error, and non-compliance reports through monthly reporting. 2. Submitting fraud, error, and non-compliance reports on an ad hoc basis. 3. Clarifying the changes in the report based on the selected risk category and loss type.



Department for  
Energy Security  
& Net Zero

## Contents

- Submitting fraud, error & non compliance reports via monthly reporting
- Submitting fraud, error & non compliance reports ad hoc
- Clarifying the changes in the report based on the selected risk category and loss type

## 3. Fraud & Error Reporting for Grant Recipients

Submitting Fraud and Error Reports through Monthly Report.



Department for  
Energy Security  
& Net Zero

## Submitting Fraud & Error Reports via Monthly Reports

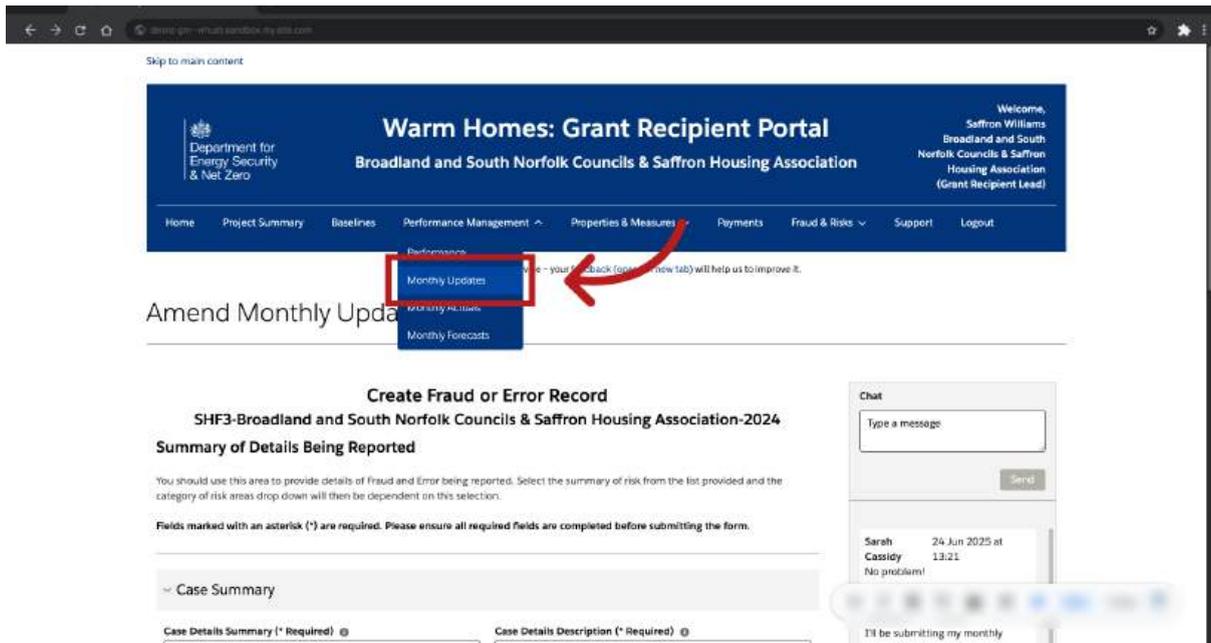
### 4. Click "Performance Management"

To start off on the right foot, let's make sure you're in the right spot! Simply head over to the Performance Management tab located at the top of your screen.

The screenshot shows a web browser window displaying the 'Warm Homes: Grant Recipient Portal'. The page header includes the Department for Energy Security & Net Zero logo and the text 'Broadland and South Norfolk Councils & Saffron Housing Association'. A navigation menu at the top contains several tabs: Home, Project Summary, Baselines, Performance Management (highlighted with a red box and a red arrow), Proposals, Payments, Fraud & Risks, Support, and Logout. Below the navigation menu, there is a 'BETA' notice. The main content area is titled 'Amend Monthly Update' and contains a section for 'Create Fraud or Error Record' for 'SHF3-Broadland and South Norfolk Councils & Saffron Housing Association-2024'. This section includes a 'Summary of Details Being Reported' and a 'Case Summary' field. A chat window is visible on the right side of the screen, showing a message from Sarah Cassidy at 13:21 on 24 Jun 2025, stating 'No problem!'. At the bottom of the chat window, it says 'I'll be submitting my monthly'.

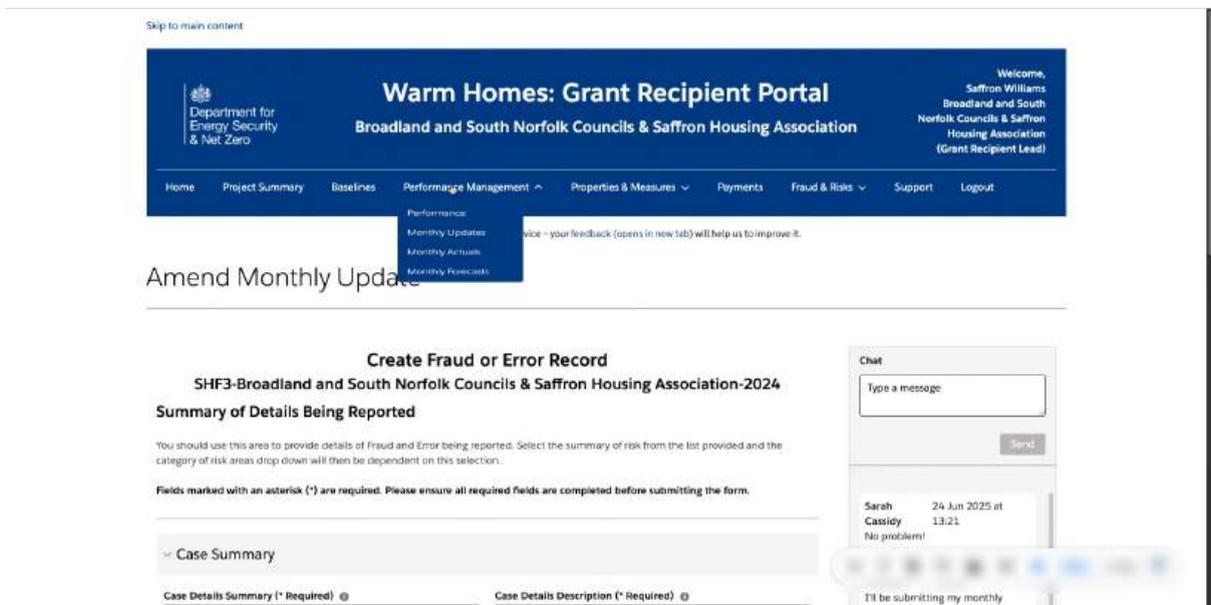
### 5. Click "Monthly Updates"

,then to Monthly Updates.



## 6. Monthly Update

Here, you will find a comprehensive list of your open and closed monthly reports. In the example on screen, a report for the month of June is available; it remains open and editable. Additionally, you have the option to create a new report from scratch.



## 7. Click "edit update"

Since we'll be shining a spotlight on the fraud and error sections of the monthly report only. Let's revise the existing monthly report so that you can see what the

fraud and error sections now look like. Just so you know, training videos on populating monthly reports by funding award type are also available if you want to know more about that.

Monthly Updates

July monthly update is due in 20 days, on the 14 July 2025

Chat

Click "edit update"

**Open Updates**

Update Reference	Reporting Month	Last Modified Date	Status	Action
PUP-00076	June	24 June 2025	Open	<a href="#">edit update - 24 June 2025</a>

Create New Monthly Update

**Closed Updates**

4 of 4 items • 0 items selected

Update Reference	Baseline Version	Reporting Period Start	Reporting Period End	Status
PUP-00017	SHA3-Award Baseline V0	1 Dec 2024	31 Dec 2024	Closed
PUP-00054	SHA3-Award Baseline V0	1 Mar 2025	31 Mar 2025	Closed
PUP-00074	SHA3-Award Baseline V0	1 Apr 2025	30 Apr 2025	Closed

Chat

Type a message

Send

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Saffron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave.

Helen May 20 Jun 2025 at 14:39  
what would you like to know?

Helen May 20 Jun 2025 at 14:38  
can i help you?

## 8. Edit Existing Report

Let's skip ahead to the section on fraud and error!

Monthly Updates

July monthly update is due in 20 days, on the 14 July 2025

Chat

Type a message

Send

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Saffron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave.

Helen May 20 Jun 2025 at 14:39  
what would you like to know?

Helen May 20 Jun 2025 at 14:38  
can i help you?

## 9. Fraud and Errors for reporting month

The table on screen shows you a list of all fraud, error and non compliance reports created in the portal within the previous and current month. These reports are automatically associated with the monthly report for that time period.

**Fraud and Error Reports for May / June**  
To ensure accuracy before submitting your monthly report, please select a record from the list to review a summary of the fraud submission

5 of 5 items • 0 items selected

Reference Nu...	Summary of Ri...	Summary	Case Started	Case End Date	Status
<input type="radio"/> SH43-SHF3-F-00024 v.1	Scheme Admin/Administrati on	Incorrect Measure Types Reported	24 Jun 2025	24 Jun 2025	Closed
<input type="radio"/> SH43-SHF3-F-00023 v.1	Measure/Installati on	Incorrect Measure Types Reported	24 Jun 2025		Open
<input type="radio"/> SH43-SHF3-F-00022 v.1	Measure/Installati on	Duplicate Address Submissions by Grant Recipient	20 Jun 2025		Open
<input type="radio"/> TL43-WHLG-F-00004 v.1	Scheme Admin/Administrati on	Incorrect details gathered so money sent has gone to the wrong Supplier	16 Jun 2025		Closed
	Scheme	energy efficiency is			

**No Record Selected**

Chat  
Type a message

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Saffron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave

Helen Mey 20 Jun 2025 at 14:39  
what would you like to know?

Helen Mey 20 Jun 2025 at 14:38  
can i help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

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## 10. Select record to expand

Select a record to view the high level details expanded below the table.

**Fraud and Error Reports for May / June**  
To ensure accuracy before submitting your monthly report, please select a record from the list to review a summary of the fraud submission

5 of 5 items • 0 items selected

Reference Nu...	Summary of Ri...	Summary	Case Started	Case End Date	Status
<input type="radio"/> SH43-SHF3-F-00024 v.1	Scheme Admin/Administrati on	Incorrect Measure Types Reported	24 Jun 2025	24 Jun 2025	Closed
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	Scheme	energy efficiency is			

**No Record Selected**

Chat  
Type a message

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

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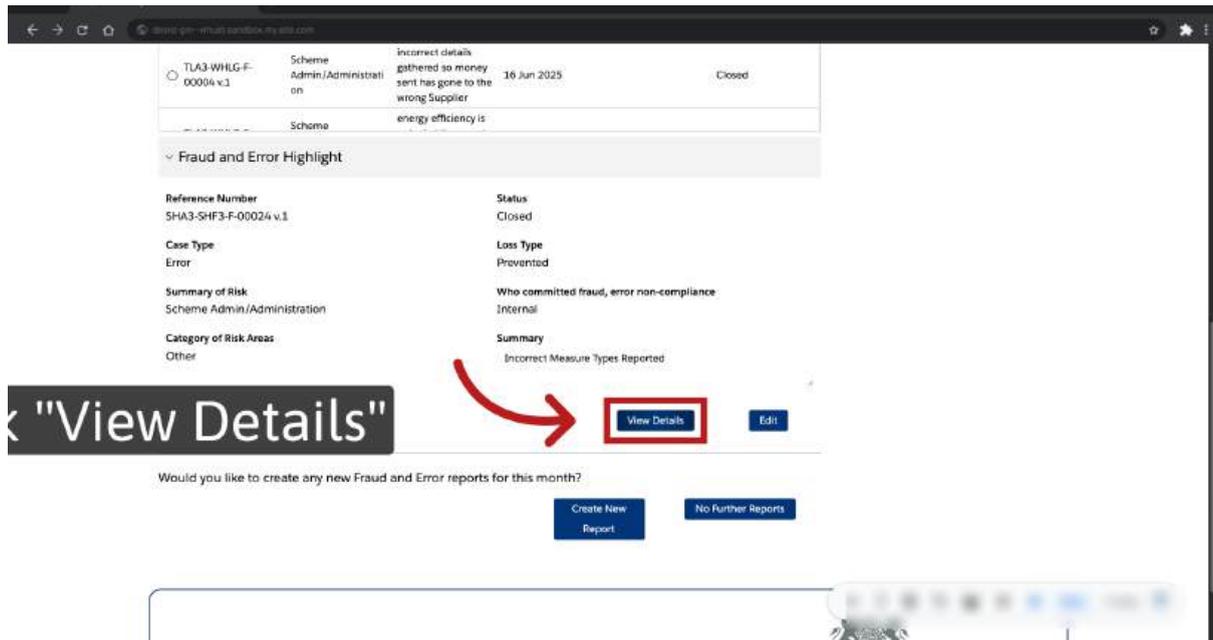
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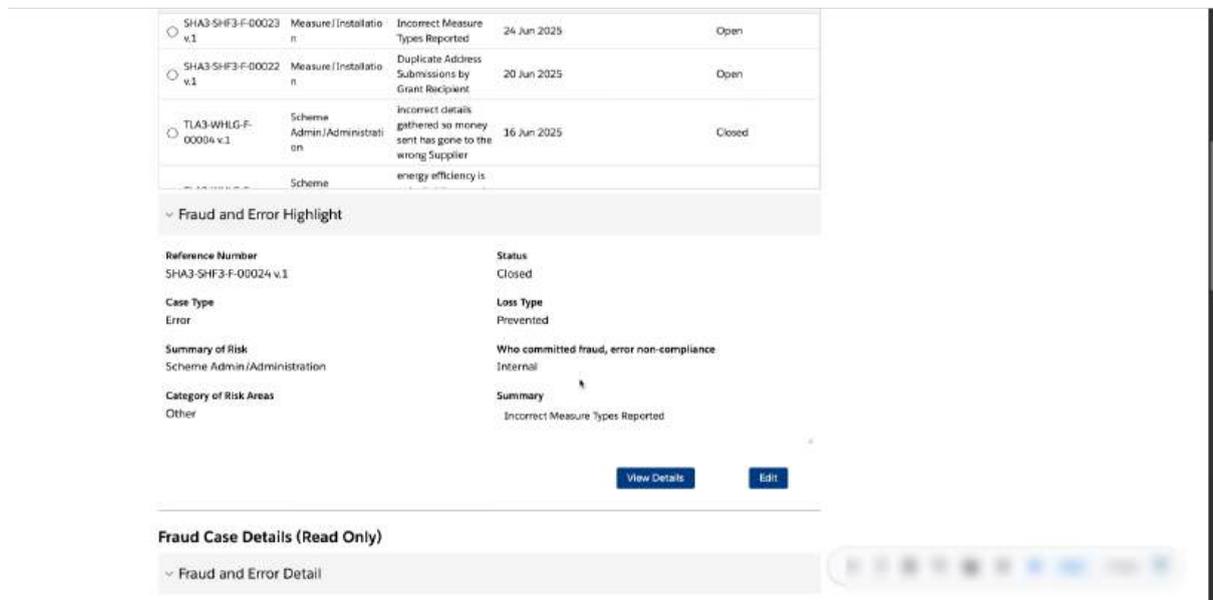
## 11. Click "View Details"

and if you'd like to view all details select "View Details"



## 12. View Details (1)

You can review key information such as the category the fraud, error or non compliance falls in to. Who committed it...



## 13. View Details(2)

...who raised the report, and the estimated or actual value of the funds to be recovered - to name a few.

The screenshot shows a report summary page with the following sections:

- Loss Type:** Prevented
- Case End Date:** 24 Jun 2025
- Who committed fraud, error non-compliance:** Internal
- Reporting Period Start Date:** 1 Jun 2025
- Reporting Month:** June
- Summary Detail:**
  - Summary:** Incorrect Measure Types Reported
  - Description:** During internal QA of the May 2025 Monthly Report, it was identified that 20 properties were incorrectly reported under...
- Risk & Category Area Details:**
  - Summary of Risk:** Scheme Admin/Administration
  - Source:** Due-Diligent Checks Installer
  - Category of Risk Areas:** Other
  - Category of Risk Areas - Other:** Incorrect Measure Types Reported
- Value of Fraud and Error:**
  - Value/Estimated Prevented:** £10,000.00
  - Prevented Actual/Estimate:** Actual
  - Value Detected:**
  - Value Recovered:**

#### 14. Click "Edit"

and then, of course, if you'd like to edit the details, Click on "Edit"

The screenshot shows a report details page with the following information:

- Reference Number:** SHA3-SHF3-F-00024 v.1
- Status:** Closed
- Case Type:** Error
- Loss Type:** Prevented
- Summary of Risk:** Scheme Admin/Administration
- Who committed fraud, error non-compliance:** Internal
- Category of Risk Areas:** Other
- Summary:** Incorrect Measure Types Reported

At the bottom of the details section, there are two buttons: "View Details" and "Edit". The "Edit" button is highlighted with a red box, and a red arrow points to it from a callout box that says "Click 'Edit'".

Below the details section, there is a question: "Would you like to create any new Fraud and Error reports for this month?" with two buttons: "Create New Report" and "No Further Reports".

#### 15. Action Buttons Hidden

So, to recap, that was to view details and edit. You can also create a new report or declare no further reports within the monthly reporting process. To do this, you need to select an existing record first to enable the buttons to be displayed, this is deliberate.

**Fraud and Error Reports for May / June**

To ensure accuracy before submitting your monthly report, please select a record from the list to review a summary of the fraud submission

5 of 5 items - 0 items selected

Reference No...	Summary of Rl...	Summary	Case Started	Case End Date	Status
<input type="radio"/> SHA3-SHF3-F-00024 v.1	Scheme Admin/Administration	Incorrect Measure Types Reported	24 Jun 2025	24 Jun 2025	Closed
<input type="radio"/> SHA3-SHF3-F-00023 v.1	Measure/Installation	Incorrect Measure Types Reported	24 Jun 2025		Open
<input type="radio"/> SHA3-SHF3-F-00022 v.1	Measure/Installation	Duplicate Address Submissions by Grant Recipient	20 Jun 2025		Open
<input type="radio"/> TLA3-WHLG-F-00004 v.1	Scheme Admin/Administration	Incorrect details gathered so money sent has gone to the wrong Supplier	16 Jun 2025		Closed
<input type="radio"/>	Scheme	energy efficiency is			

**No Record Selected**

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## 16. New Report or Nil Fraud Buttons

It's to encourage you to take a moment to review what's already been submitted in the month before creating new reports or indicating no fraud. This way, you can ensure everything is accounted for and help keep records accurate.

Value Estimated Prevented: £10,000.00

Value Detected: £10,000.00

Prevented Actual Estimate: Actual

Value Recovered:

**Outcome and Resolution Details**

Action Owner: John Doe

Outcome: Substantiated

Outstanding Debt Value: £10,000.00

Recommendations and Comments: Raise a Case with the PSO Team. Submit a formal request through the system or by email to...

Resolution/Action Taken: Escalation to DESNZ/Their Delivery Partner

Resolution/Action Taken - Other:

Would you like to create any new Fraud and Error reports for this month?

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## 17. Create New Report

Let's initiate the creation of a new report and explore its intricacies.

**Summary Detail**

<b>Summary</b> Incorrect Measure Types Reported	<b>Description</b> During internal QA of the May 2025 Monthly Report, it was identified that 20 properties were incorrectly reported under
--	---

**Risk & Category Area Details**

<b>Summary of Risk</b> Scheme Admin/Administration	<b>Category of Risk Areas</b> Other
<b>Source</b> Due-Diligent Checks Installer	<b>Category of Risk Areas - Other</b> Incorrect Measure Types Reported/Incorrect Measure Types Reported

**Value of Fraud and Error**

<b>Value/Estimated Prevented</b> £10,000.00	<b>Prevented Actual/Estimate</b> Actual
<b>Value Detected</b>	<b>Value Recovered</b>

**Outcome and Resolution Details**

<b>Action Owner</b> John Doe	<b>Recommendations and Comments</b> Raise a Case with the PSO Team Submit a formal request through the system or by email to
<b>Outcome</b> Substantiated	<b>Resolution/Action Taken</b> Escalation to DESNZ/Their Delivery Partner
<b>Outstanding Debt Value</b>	

## 18. Fraud and Error Guidance

On screen you'll see the meanings of each of the types, feel free to pause the video to review the guidance. Fields marked with an asterisk are required to move to the next page.

**Create Fraud or Error Record**  
SHF3-Broadland and South Norfolk Councils & Saffron Housing Association-2024

**Fraud and Error Case Detail**  
Please enter details of any fraud, error or non-compliance related to this award. This information will help us monitor potential challenges and take appropriate actions to address them effectively.

- Fraud:** Intentionally making a false representation or failing to disclose relevant information, or the abuse of position, to make a gain or cause
- Error:** Losses arising from unintentional events processing error and official / administrations errors
- Non-Compliance:** failure or refusal to act in accordance with a set of rules, regulations, or standards

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

**Case Detail**

**Case Type (\* Required)**

Fraud  
 Error  
 Non-Compliance

**Case Started (\* Required)**  
[Date field]

**Case End Date**  
[Date field]

**Loss and who committed fraud, error or non-compliance**

**Loss Type (\* Required) @**

Prevented  
 Detected  
 Prevented and Detected  
 Recovered  
 Recovered and Detected

**Who committed fraud, error non-compliance (\* Required) @**

Homeowner  
 Landlord  
 Installer/Supplier  
 Retrofit Assessor/Advisor  
 Sub-contractor  
 Internal  
 Other

**Chat**

Type a message

Send

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Saffron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave

Helen Mey 20 Jun 2025 at 14:39  
what would you like to know?

Helen Mey 20 Jun 2025 at 14:38  
can i help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

## 19. Case Type and Start Date

The very first field to populate is the case type, then the start date.

### Create Fraud or Error Record

#### SHF3-Broadland and South Norfolk Councils & Saffron Housing Association-2024

**Fraud and Error Case Detail**

Please enter details of any fraud, error or non-compliance related to this award. This information will help us monitor potential challenges and take appropriate actions to address them effectively.

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Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

---

**Case Detail**

**Case Type (\* Required)**

Fraud  
 Error  
 Non-Compliance

**Case Started (\* Required)**

**Case End Date**

---

**Loss and who committed fraud, error or non-compliance**

**Loss Type (\* Required) @**

Prevented  
 Detected  
 Prevented and Detected  
 Recovered  
 Recovered and Detected

**Who committed fraud, error non-compliance (\* Required) @**

Homeowner  
 Landlord  
 Installer/Supplier  
 Retrofit Assessor/Advisor  
 Sub-contractor  
 Internal  
 Other

Chat

Type a message

Send

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Saffron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave

Helen May 20 Jun 2025 at 14:38  
what would you like to know?

Helen May 20 Jun 2025 at 14:38  
can I help you?

Mark Broadland-Member 20 Jun 2025 at 14:38

## 20. Case End Date

The case end date is not required, but we will populate it here to show you the fields it makes available later on in the report. When you add an end date to a case, the system automatically sets its status to "Closed." You can go back and edit a closed case, if further changes are needed. a new version will be created automatically. However, do not remove the end date. More on versioning in video GMS004.2.

**Case Detail**

**Case Type (\* Required)**

Fraud

Error

Non-Compliance

**Case Started (\* Required)**

24 Jun 2025

Format: 31 Dec 2024

**Case End Date**

**Loss and who committed fraud, error or non-compliance**

**Loss Type (\* Required) Ⓞ**

Prevented

Detected

Prevented and Detected

Recovered

Recovered and Detected

**Who committed fraud, error non-compliance (\* Required) Ⓞ**

Homeowner

Landlord

Installer/Supplier

Retrofit Assessor/Advisor

Sub-contractor

Internal

Other

Previous Next

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Williams 13:21  
I'll be submitting my monthly report next week once I return from annual leave

Helen 20 Jun 2025 at 14:39  
what would you like to know?

Helen 20 Jun 2025 at 14:38  
can i help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

## 21. Loss Type

The Loss type field is also one that changes what fields you see further down in the report. More on that later.

**Case Detail**

**Case Type (\* Required)**

Fraud

Error

Non-Compliance

**Case Started (\* Required)**

24 Jun 2025

Format: 31 Dec 2024

**Case End Date**

24 Jun 2025

Format: 31 Dec 2024

**Loss and who committed fraud, error or non-compliance**

**Loss Type (\* Required) Ⓞ**

Prevented

Detected

Prevented and Detected

Recovered

Recovered and Detected

**Who committed fraud, error non-compliance (\* Required) Ⓞ**

Homeowner

Landlord

Installer/Supplier

Retrofit Assessor/Advisor

Sub-contractor

Internal

Other

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I'll be submitting my monthly report next week once I return from annual leave

Helen 20 Jun 2025 at 14:39  
what would you like to know?

Helen 20 Jun 2025 at 14:38  
can i help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

## 22. Loss Type and Who Committed It

For now, loss type will be prevented and detected and for who committed the non compliance, it'll be Installer/ Supplier. . Select Next to move on

**Case Detail**

**Case Type (\* Required)**

Fraud

Error

Non-Compliance

**Case Started (\* Required)**

24 Jun 2025

**Case End Date**

24 Jun 2025

Format: 31 Dec 2024

**Loss and who committed fraud, error or non-compliance**

**Loss Type (\* Required) @**

Prevented

Detected

Prevented and Detected

Recovered

Recovered and Detected

**Who committed fraud, error non-compliance (\* Required) @**

Homeowner

Landlord

Installer/Supplier

Retrofit Assessor/Advisor

Sub-contractor

Internal

Other

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**Williams** 13:21  
I'll be submitting my monthly report next week once I return from annual leave

**Helen May** 20 Jun 2025 at 14:39  
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**Mark Boadland-Member** 20 Jun 2025 at 14:38

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## 23. Case Summary, Description

You should use this case summary area to provide details of Fraud and Error being reported. In this example, the associated installer has had their accreditation removed.

**Create Fraud or Error Record**

SHF3-Broadland and South Norfolk Councils & Saffron Housing Association-2024

**Summary of Details Being Reported**

You should use this area to provide details of Fraud and Error being reported. Select the summary of risk from the list provided and the category of risk areas drop down will then be dependent on this selection.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

**Case Summary**

**Case Details Summary (\* Required) @**

**Case Details Description (\* Required) @**

**Summary & Category of Risk Areas**

**Summary of Risk (\* Required)**

-- none selected --

**Source**

**Source (\* Required) @**

Allegation Received From Public

Due-Diligent Checks Installer

Due-Diligent Checks Landlord

Eligibility Criteria/Rules Checking

Energy Efficiency Installation Checker

Intel Received From Other Organisation (e.g., Delivery

**Chat**

Type a message

[Send](#)

**Sarah Cassidy** 24 Jun 2025 at 13:21  
No problem!

**Saffron Williams** 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave

**Helen May** 20 Jun 2025 at 14:39  
what would you like to know?

**Helen May** 20 Jun 2025 at 14:38  
can i help you?

**Mark Boadland-Member** 20 Jun 2025 at 14:38

## 24. Summary of Risk

Select the summary of risk from the list provided.

You should use this area to provide details of Fraud and Error being reported. Select the summary of risk from the list provided and the category of risk areas drop down will then be dependent on this selection.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

**Case Summary**

Case Details Summary (\*) Required ⓘ

Installer has had their accreditation removed

Summary of Risk (\*) Required

-- none selected --

Source (\*) Required ⓘ

- Allegation Received From Public
- Due-Diligent Checks Installer
- Due-Diligent Checks Landlord
- Eligibility Criteria/Rules Checking
- Energy Efficiency Installation Checker
- Intel Received From Other Organisation (e.g., Delivery Partner, DESNZ)
- Internal Quality Assuring Checks
- Invoice Checking
- Occupier Eligibility Checking (e.g., Income, Benefit Receipt, Identity, etc.)

**Summary of Risk**

Sarah Cassidy 24 Jun 2025 at 13:21

Helen 20 Jun 2025 at 13:21

Helen 20 Jun 2025 at 14:39

Helen 20 Jun 2025 at 14:38

Mark Boadland-Member 20 Jun 2025 at 14:38

## 25. Summary of Risk values

Here are the picklist values for the field. The "Property" and 'Measures/Installation' options follow a slightly different path, which we will get into.

**Summary of Risk values**

Summary of Risk (\*) Required

- None Selected
- Scheme Admin/Administrator
- Customer/Member/Member
- Property
- Measures/Installation
- Installer/Supplier
- Other

- Due-Diligent Checks Installer
- Due-Diligent Checks Landlord
- Eligibility Criteria/Rules Checking
- Energy Efficiency Installation Checker
- Intel Received From Other Organisation (e.g., Delivery Partner, DESNZ)
- Internal Quality Assuring Checks
- Invoice Checking
- Occupier Eligibility Checking (e.g., Income, Benefit Receipt, Identity, etc.)
- Property Eligibility Check - IPC Data
- Reconciliation Checks- Invoices
- Reconciliation Checks-Measures
- Revenue/Title Audit
- ThirdParty Checking Installation of Measures Meet Requirement
- ThirdParty Checking Installer Accredited
- Whistleblower
- Other

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## 26. Category of Risk Areas

Another field called "Category of Risk Areas" will be shown and the values will be dependent on what was selected in the Summary of Risk

**Summary of Details being reported**

You should use this area to provide details of Fraud and Error being reported. Select the summary of risk from the list provided and the category of risk areas drop down will then be dependent on this selection.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

**Case Summary**

Case Details Summary (\* Required) @  
 Installer has had their accreditation removed

Case Details Description (\* Required) @  
 Installer has had their accreditation removed because of issues found with the quality of their work, they had not.

**Summary & Category of Risk Areas**

Summary of Risk (\* Required)  
 Installer/Supplier

Category of Risk Areas (\* Required)  
 Supplier Invoice/Proposal - Charging for Additional/Cancelled

Source (\* Required) @

- Allegation Received From Public
- Due-Diligent Checks Installer
- Due-Diligent Checks Landlord
- Eligibility Criteria/Rules Checking
- Energy Efficiency Installation Checker
- Intel Received From Other Organisation (e.g., Delivery Partner, DESNZ)
- Internal Quality Assuring Checks
- Invoice Checking
- Occupier Eligibility Checking (e.g., Income, Benefit Receipt, Identity, etc.)
- Property Eligibility Check - EPC Data
- Reconciliation Checks: Invoices
- Reconciliation Checks: Measures
- Routine/Site Audit
- Due-Diligent Checks: Installation of Measures/Meas

**Chat Log:**

- Sarah Cassidy: 24 Jun 2025 at 13:21. No problem!
- Saffron Williams: 24 Jun 2025 at 13:21. I'll be submitting my monthly report next week once I return from annual leave.
- Helen May: 20 Jun 2025 at 14:39. what would you like to know?
- Helen May: 20 Jun 2025 at 14:38. can i help you?
- Mark Boardland-Member: 20 Jun 2025 at 14:38.

## 27. Values for Category of Risk Areas

In this example you can see that Summary of Risk being Measure/ Installation produces the Category of Risk areas list shown on screen.

**Values for Category of Risk Areas**

**Summary & Category of Risk Areas**

Summary of Risk (\* Required)  
 Measure/Installation

Category of Risk Areas (\* Required)

- no selection
- Measure Already Exists in the Property
- Measure Not Compliant With Standards/Can't be Lodged
- Measure Not Installed
- Measure Substitution (And Substitution Not Compliant)
- Overstating the Cost of Measures/Materials
- Other

Source (\* Required) @

- Allegation Received From Public
- Due-Diligent Checks Installer
- Due-Diligent Checks Landlord
- Eligibility Criteria/Rules Checking
- Energy Efficiency Installation Checker
- Intel Received From Other Organisation (e.g., Delivery Partner, DESNZ)
- Internal Quality Assuring Checks
- Invoice Checking
- Occupier Eligibility Checking (e.g., Income, Benefit Receipt, Identity, etc.)
- Property Eligibility Check - EPC Data
- Reconciliation Checks: Invoices
- Reconciliation Checks: Measures
- Routine/Site Audit
- Due-Diligent Checks: Installation of Measures/Meas

*Note: A red box highlights the 'Category of Risk Areas' dropdown menu, and a red arrow points to it from the right.*

## 28. Source field

Next is the source field where you can indicate where this report has come from. A long list is available to choose from. But, if by any chance it's not covered, you can select other. A required text box will pop up to input those details.

You should use this area to provide details of Fraud and Error being reported. Select the summary of risk from the list provided and the category of risk areas drop down will then be dependant on this selection.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

**Case Summary**

Case Details Summary (\* Required) Ⓢ

Case Details Description (\* Required) Ⓢ

**Summary & Category of Risk Areas**

Summary of Risk (\* Required) Ⓢ

Category of Risk Areas (\* Required) Ⓢ

**Source**

Source (\* Required) Ⓢ

- Allegation Received From Public
- Due-Diligent Checks Installer
- Due-Diligent Checks Landlord
- Eligibility Criteria/Rules Checking
- Energy Efficiency Installation Checker
- Intel Received From Other Organisation (e.g., Delivery Partner, DESNZ)
- Internal Quality Assuring Checks
- Invoice Checking

**Chat History**

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Saffron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave.

Helen May 20 Jun 2025 at 14:39  
what would you like to know?

Helen May 20 Jun 2025 at 14:38  
can i help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

## 29. Source field

In this example, let's report that it was from due diligence checks done by the Installer.

Category of Risk Areas (\* Required) Ⓢ

**Source**

Source (\* Required) Ⓢ

- Allegation Received From Public
- Due-Diligent Checks Installer
- Due-Diligent Checks Landlord
- Eligibility Criteria/Rules Checking
- Energy Efficiency Installation Checker
- Intel Received From Other Organisation (e.g., Delivery Partner, DESNZ)
- Internal Quality Assuring Checks
- Invoice Checking
- Occupier Eligibility Checking (e.g., Income, Benefit Receipt, Identity, etc.)
- Property Eligibility Check – EPC Data
- Reconciliation Checks: Invoices
- Reconciliation Checks: Measures
- Routine/Site Audit
- TrustMark: Checking Installation of Measures Meet Requirement
- TrustMark: Checking Installer Accredited
- Whistleblower
- Other

Source - Other Ⓢ

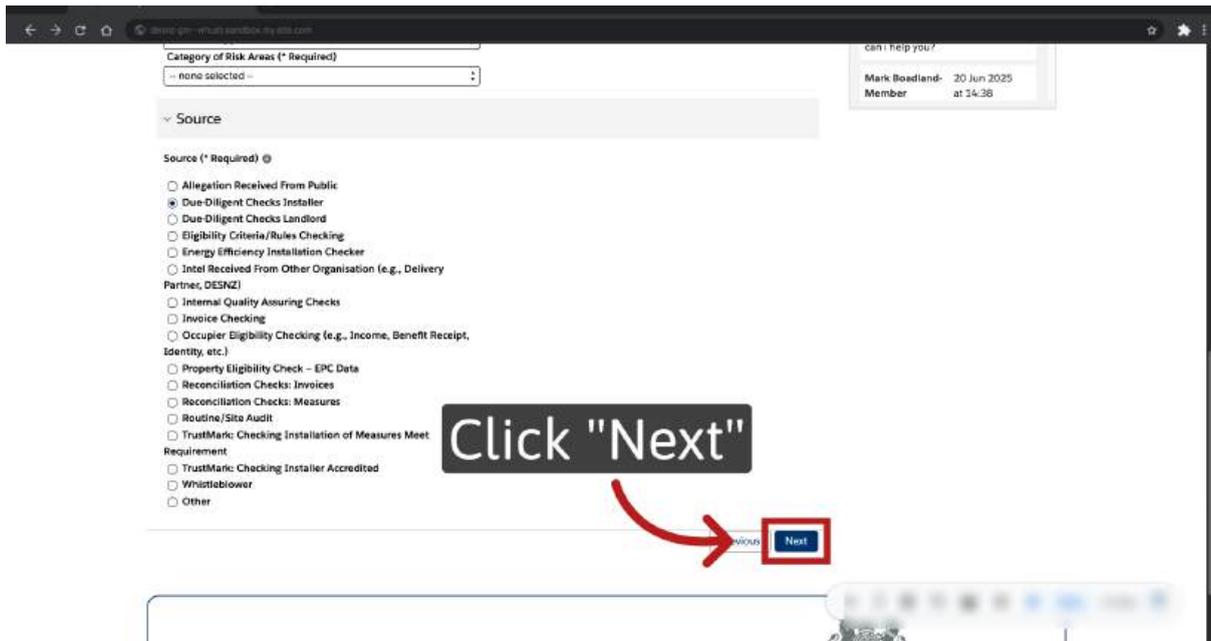
Previous [Next](#)

can i help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

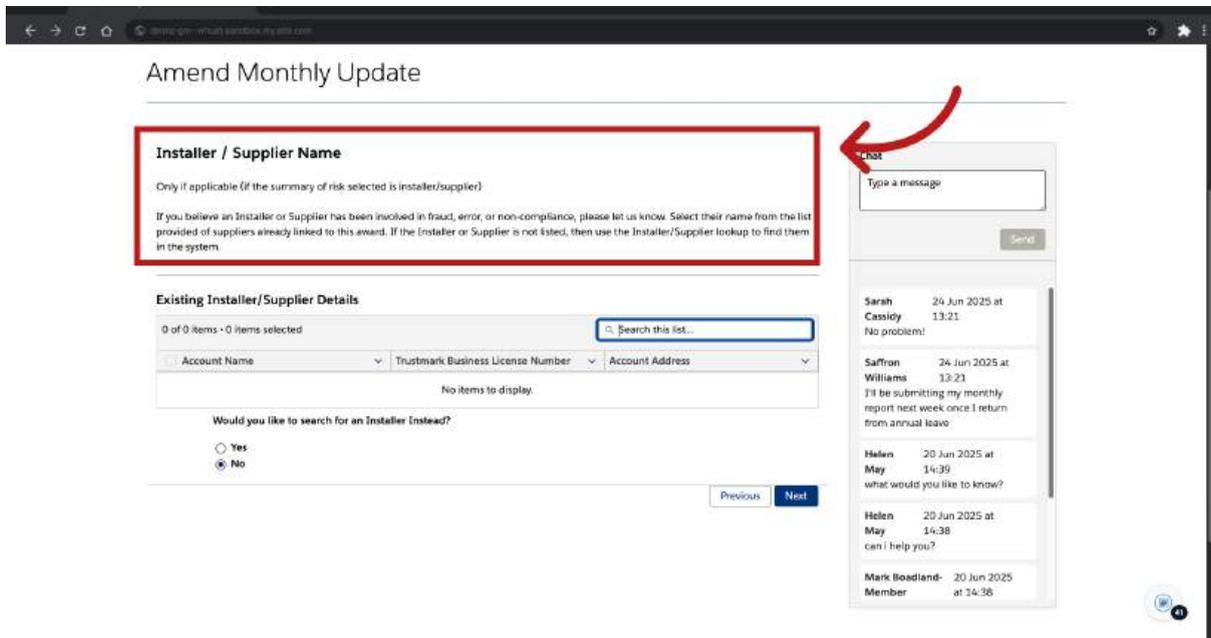
## 30. Click "Next"

Proceed to the next step.



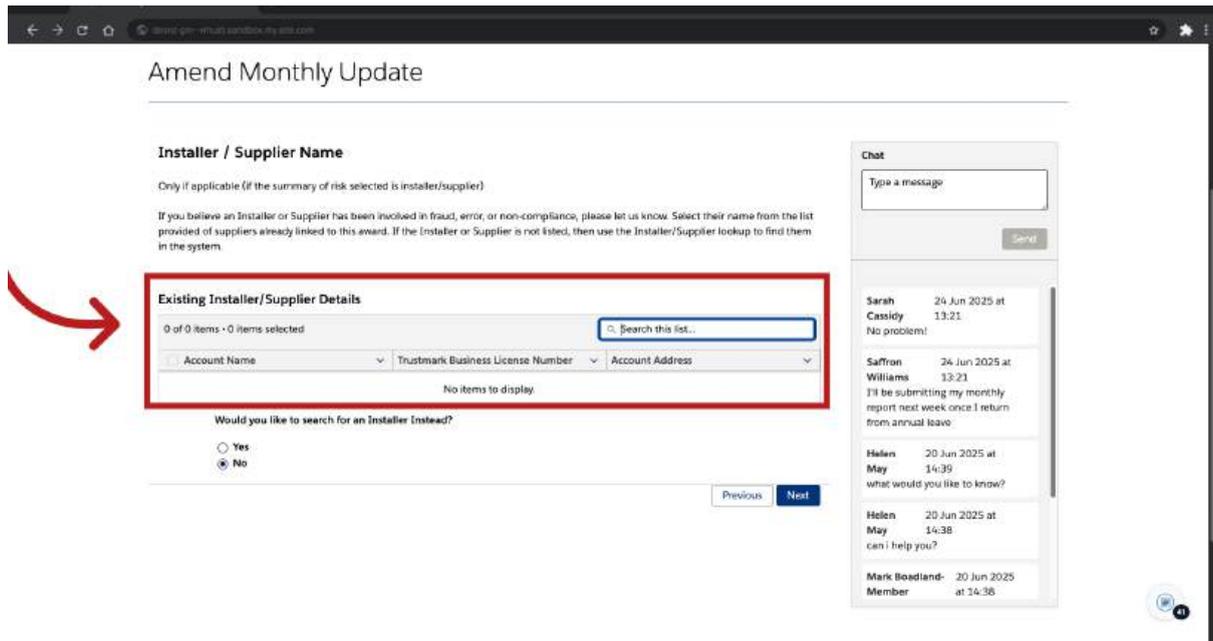
### 31. Add Installer/Supplier Details

Since we chose the summary of risk option of Installer/ Supplier, you'll be shown this page.



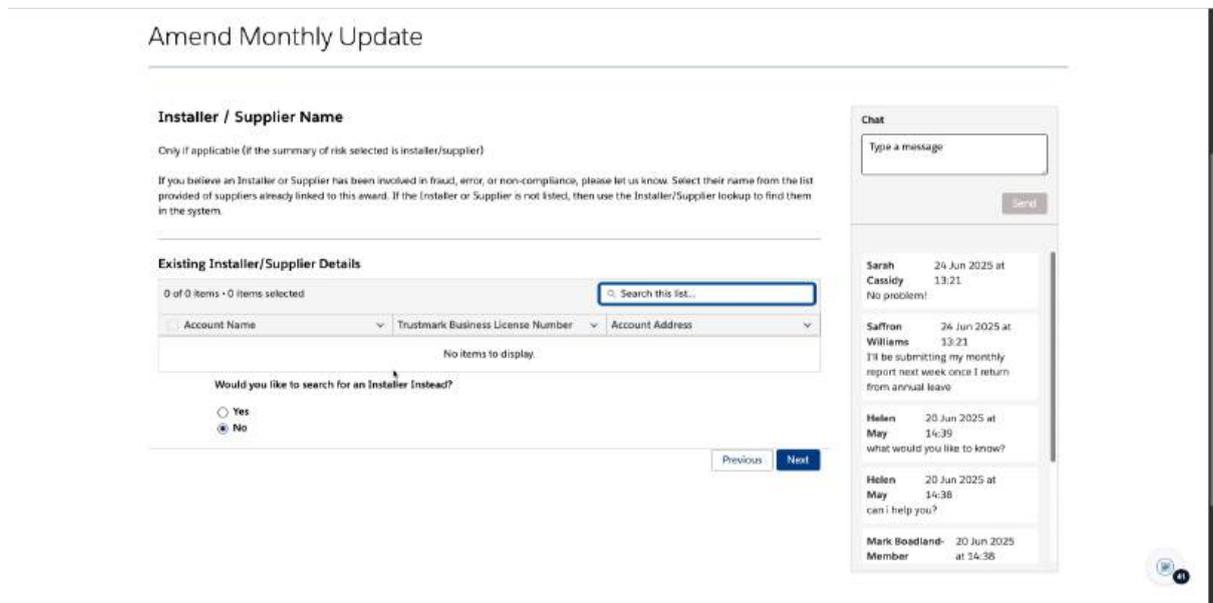
### 32. Add Installer/Supplier Details

Select their name from the list of suppliers associated with this award. As you can see there are no suppliers currently associated with this award.



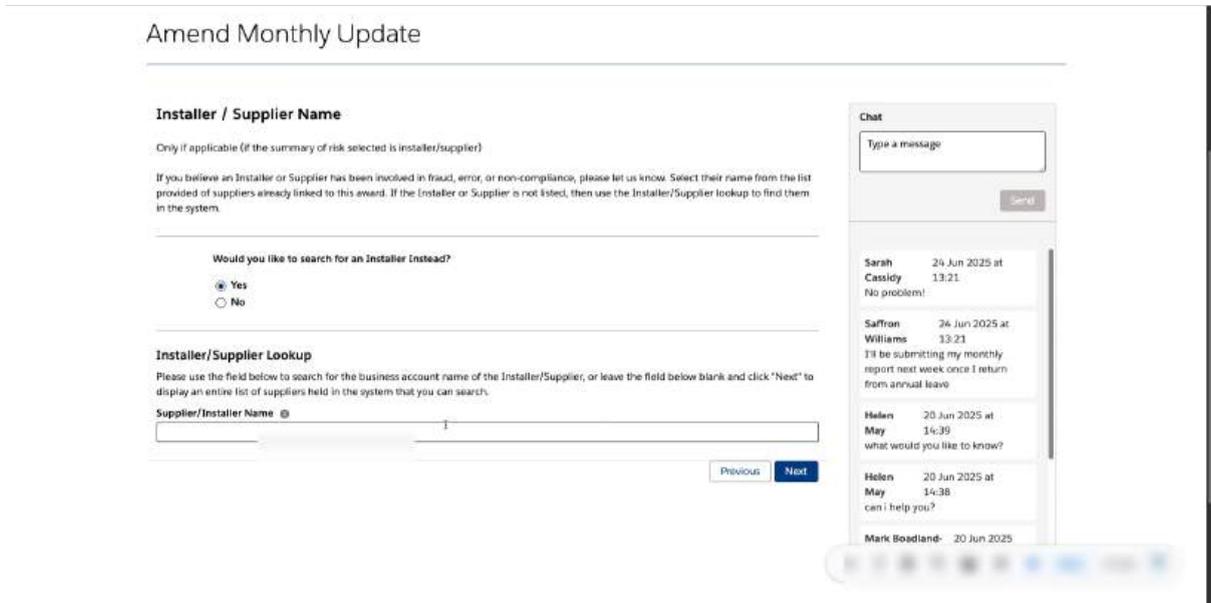
### 33. "Yes"

If the Installer or Supplier is not present on the list, you can utilize the Installer/Supplier lookup feature to find them in our system by selecting "Yes" to search.



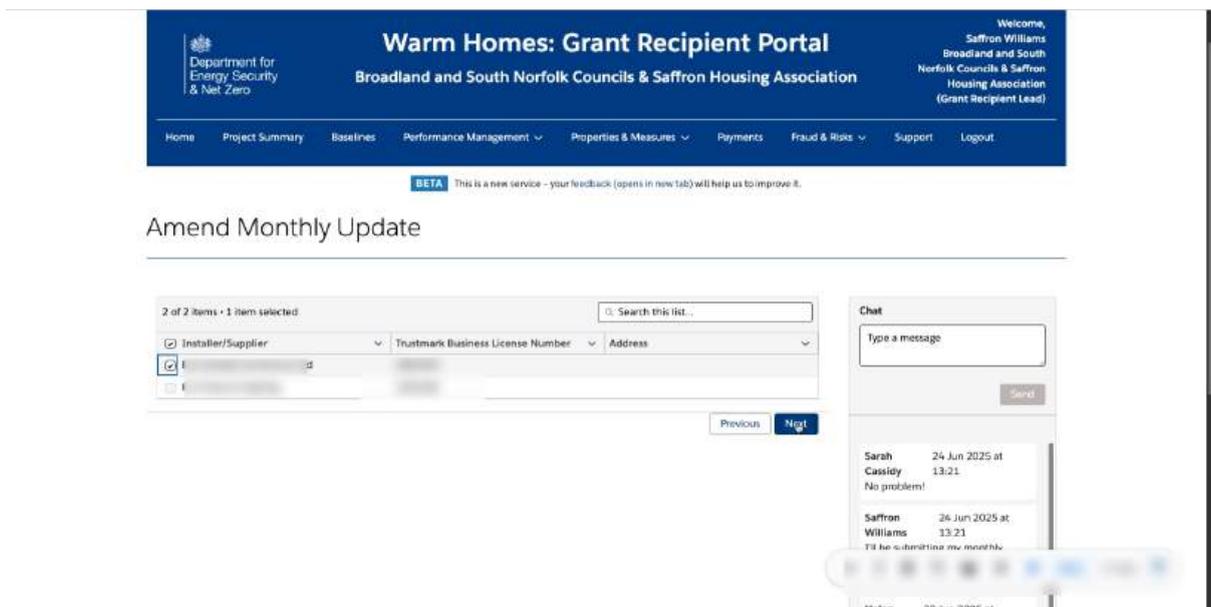
### 34. Search for Installer/Supplier Name

After which, you can search for the supplier by name and the system will search all Installer/Supplier accounts. Two suppliers were returned after searching "eco", of which you can choose one.



### 35. Search for Installer/Supplier - Manual

If the system hasn't been able to locate the supplier you're looking for, don't worry! Let's take a step back and see what you'd do (you do this by clicking on "Previous"). Let's try entering "Made Up Supplier Limited" into the search bar (surely this is not a company that exists).



## 36. Search for Installer/Supplier - None Found

You will encounter a page indicating that no Installer or Supplier accounts were found. Please proceed to manually enter the name and the Trustmark Business Licence number.

**Installer / Supplier Name**

Only if applicable (if the summary of risk selected is installer/supplier)

If you believe an Installer or Supplier has been involved in fraud, error, or non-compliance, please let us know. Select their name from the list provided of suppliers already linked to this award. If the Installer or Supplier is not listed, then use the Installer/Supplier lookup to find them in the system.

Would you like to search for an Installer instead?

Yes  
 No

**Installer/Supplier Lookup**

Please use the field below to search for the business account name of the Installer/Supplier, or leave the field below blank and click "Next" to display an entire list of suppliers held in the system that you can search.

Supplier/Installer Name @

Made Up Installer Ltd.

Previous Next

**Chat**

Type a message

Send

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Saffron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave

Helen May 20 Jun 2025 at 14:39  
what would you like to know?

Helen May 20 Jun 2025 at 14:38  
can i help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

Accessibility statement Cookies Privacy notice Site map

## 37. Next

Select Next to proceed to the next section.

**No Installer / Supplier Accounts Found**

Manually enter the Installer/Supplier name and Trustmark Business Licence Number if you cannot find them from the lists provided

Installer/Supplier Details (\* Required) @

Made Up Installer Ltd.

Previous Next

**Click "Next"**

**Chat**

Type a message

Send

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Saffron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave

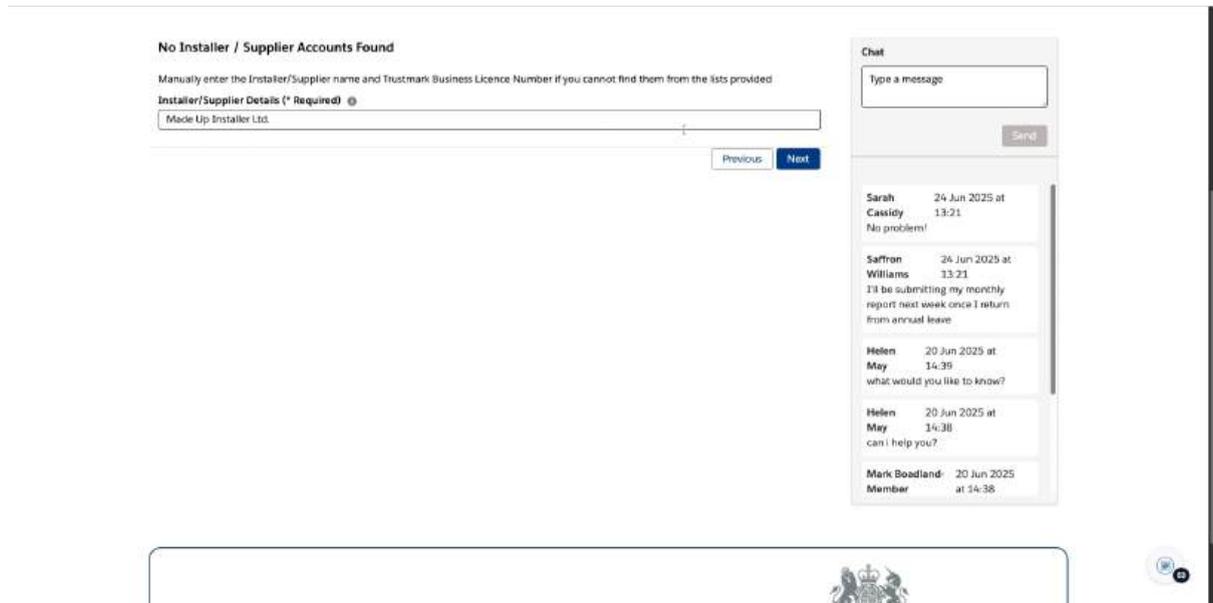
Helen May 20 Jun 2025 at 14:39  
what would you like to know?

Helen May 20 Jun 2025 at 14:38  
can i help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

### 38. Value of Non Compliance

After which, you can search for the supplier by name and the system will search all Installer/Supplier accounts. Two suppliers were returned after searching "eco". Let's go back and see what to do if you didn't find the supplier and had to enter it manually.



### 39. Estimated value of the fraud

On this page, you'll provide details regarding the value or estimated value associated with any instances of fraud, error, or non-compliance related to the award. Examples may include invoice amounts or the average cost of relevant measures. This information is crucial for DEZNZ to identify potential challenges and implement effective solutions.

**Create Fraud or Error Record**  
SHF3-Broadland and South Norfolk Councils & Saffron Housing Association-2024

**Value or estimated value of the fraud**

Please enter details of the value or estimated value of the fraud, error or non-compliance (e.g. invoice amount, average cost of measure) related to this award. This information will help us monitor potential challenges and take appropriate actions to address them effectively.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

Value Estimated or Prevented

Value/Estimated Prevented (\* Required) @

Prevented Actual/Estimate (\* Required) @

Value Detected or Recovered

Value Detected @

[Previous](#) [Next](#)

Chat

Type a message

[Send](#)

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Saffron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave.

Helen Mey 20 Jun 2025 at 14:39  
what would you like to know?

Helen Mey 20 Jun 2025 at 14:38  
can i help you?

Mark Boardland-Member 20 Jun 2025 at 14:38

## 40. Enter Values

Let's revisit the loss type field at the start of the report, where you chose terms like prevented or detected. That's why you now see fields such as value prevented or value detected—these align with your earlier selection. If you chose recovered, you'd only see value recovered. This setup ensures the data shown matches the selected loss type, keeping your analysis focused and relevant.

**Create Fraud or Error Record**  
SHF3-Broadland and South Norfolk Councils & Saffron Housing Association-2024

**Value or estimated value of the fraud**

Please enter details of the value or estimated value of the fraud, error or non-compliance (e.g. invoice amount, average cost of measure) related to this award. This information will help us monitor potential challenges and take appropriate actions to address them effectively.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

Value Estimated or Prevented

Value/Estimated Prevented (\* Required) @

Prevented Actual/Estimate (\* Required) @

Value Detected or Recovered

Value Detected @

[Previous](#) [Next](#)

Chat

Type a message

[Send](#)

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Saffron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave.

Helen Mey 20 Jun 2025 at 14:39  
what would you like to know?

Helen Mey 20 Jun 2025 at 14:38  
can i help you?

Mark Boardland-Member 20 Jun 2025 at 14:38

## 41. value estimated or prevented field Validation

The system will not allow you to proceed to the next step if the value entered into the value estimated or prevented field is less than 0 or above £10,000,000.

The screenshot shows a web form titled "Edit Fraud or Error Record" with the reference "SHA3-SHF3-F-00025 v.3". The form is for editing a fraud record. A red box highlights the "Value/Estimated Prevented (\* Required)" field, which contains the value "0". A red arrow points to this field. Below the field, a message states: "Estimated value must be between 0 and £10,000,000." The form also includes a "Value Detected or Recovered" section with a "Value Detected" field containing "£1,000.00". A warning message says: "You appeared to have entered an abnormally high or low number, could you please review before proceeding?" and a "Confirm Amount Entered (\* Required)" section with a "Yes" radio button. A chat window on the right is titled "SHA3-SHF3-F-00025 v.3".

## 42. Upper Bound Validation

Additionally, the value detected field has an upper bound of £1,000,000 and the system will show a message that prompts you to double check it.

The screenshot shows a web form titled "Create Fraud or Error Record" with the reference "SHF3-Broadland and South Norfolk Councils & Saffron Housing Association-2024". The form is for creating a new fraud record. A red box highlights the "Value Detected" field, which contains the value "100000". The form also includes a "Value Estimated or Prevented" section with a "Value/Estimated Prevented (\* Required)" field containing "£10,000.00" and a "Prevented Actual/Estimate (\* Required)" dropdown menu set to "Actual". A chat window on the right is titled "Chat" and shows a conversation with Sarah Cassidy, Saffron Williams, Helen May, and Mark Broadland-Member.

## 43. Lower Bound Validation

Similarly, this field has a lower bound of £100. When you enter £180 (as an example, the notification will vanish. However, if you input an amount below £100, the message will reappear.

**Create Fraud or Error Record**  
SHF3-Broadland and South Norfolk Councils & Saffron Housing Association-2024

**Value or estimated value of the fraud**

Please enter details of the value or estimated value of the fraud, error or non-compliance (e.g. invoice amount, average cost of measure) related to this award. This information will help us monitor potential challenges and take appropriate actions to address them effectively.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

Value Estimated or Prevented

Value/Estimated Prevented (\* Required) @ £10,000.00

Prevented Actual/Estimate (\* Required) @ Actual

Value Detected or Recovered

Value Detected @ 180

You appeared to have entered an abnormally high or low number, could you please review before proceeding?

Confirm Amount Entered (\* Required)

Yes

Previous Next

Chat

Type a message

Send

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Saffron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave

Helen May 20 Jun 2025 at 14:39  
what would you like to know?

Helen May 20 Jun 2025 at 14:38  
can i help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

#### 44. Click **"\*Confirm Amount Entered (\* Required)Yes"**

Note that you can move forward with these values by selecting "yes" to the "\*Confirm Amount Entered" field.

**Create Fraud or Error Record**  
SHF3-Broadland and South Norfolk Councils & Saffron Housing Association-2024

**Value or estimated value of the fraud**

Please enter details of the value or estimated value of the fraud, error or non-compliance (e.g. invoice amount, average cost of measure) related to this award. This information will help us monitor potential challenges and take appropriate actions to address them effectively.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

Value Estimated or Prevented

Value/Estimated Prevented (\* Required) @ £10,000.00

Prevented Actual/Estimate (\* Required) @ Actual

Value Detected or Recovered

Value Detected @ £1,000,000.00

You appeared to have entered an abnormally high or low number, could you please review before proceeding?

Confirm Amount Entered (\* Required)

Yes

Previous Next

Chat

Type a message

Send

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Saffron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave

Helen May 20 Jun 2025 at 14:39  
what would you like to know?

Helen May 20 Jun 2025 at 14:38  
can i help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

Click "Yes"

#### 45. Click **"Next"**

Select the "Next" option to proceed to the final section of this non compliance report.

**Create Fraud or Error Record**  
SHF3-Broadland and South Norfolk Councils & Saffron Housing Association-2024

**Value or estimated value of the fraud**

Please enter details of the value or estimated value of the fraud, error or non-compliance (e.g. invoice amount, average cost of measure) related to this award. This information will help us monitor potential challenges and take appropriate actions to address them effectively.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

Value Estimated or Prevented

Value/Estimated Prevented (\* Required) @ £1,000,000.00

Prevented Actual/Estimate (\* Required) @ Actual

Value Detected or Recovered

Value Detected @ £1,000,000.00

You appeared to have entered an abnormally high or low number, could you please confirm this is correct?

Confirm Amount Entered (\* Required)

Yes

**Click "Next"**

Next

## 46. Closure, Outcome and Resolution Details

Closure, Outcome and Resolution Details. This is where you'll enter details of the closure outcomes and resolution of the fraud, error or non-compliance case related to this award. Remember the case end date right at the start of the report? Well, this section will only show if you have a date in there.

Home Project Summary Baselines Performance Management Properties & Measures Payments Fraud & Risks Support Logout

BETA This is a new service - your feedback (opens in new tab) will help us to improve it.

Amend Monthly Update

**Edit Fraud or Error Record**  
SHA3-SHF3-F-00025 v.3

**Closure, Outcome and Resolution Details**

Please enter details of the closure outcomes and resolution of the fraud, error or non-compliance case related to this award.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

Outcome and Resolution Details

Caseworker Name (\* Required) @ John Doe

Recommendations and Comments (\* Required) @ 1. Immediately Suspend Installer from New Work Allocation  
Remove the installer from the list of eligible contractors in the

Outcome (\* Required) @ Substantiated

Resolution/Action Taken @ Escalation to DESNZ/Their Delivery Partner

Outstanding Debt Value (\* Required) @ £99.00

Closed Corrected Details

## 47. Outcome & Resolution Details

You will enter key information such as the caseworkers name, the recommendations and comments; whether the outcome was substantiated or not; and a choice of solution/action taken

Please enter details of the closure outcomes and resolution of the fraud, error or non-compliance case related to this award.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

Outcome and Resolution Details

Caseworker Name (\* Required)

Recommendations and Comments (\* Required)

Outcome (\* Required)

Resolution/Action Taken

Outstanding Debt Value (\* Required)

Closed Corrected Details

Please populate these details if a previous case which you closed has now been amended/corrected.

Details

Closed Case Corrected Date

Previous Next

Sarah 24 Jun 2025 at 13:21  
Cassidy No problem!

Saffron 24 Jun 2025 at 13:21  
Williams I'll be submitting my monthly report next week once I return from annual leave.

Helen 20 Jun 2025 at 14:39  
May what would you like to know?

Helen 20 Jun 2025 at 14:38  
May can i help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

## 48. debt value

Outstanding debt value, if there is any. You can enter 0 if there is none.

Please enter details of the closure outcomes and resolution of the fraud, error or non-compliance case related to this award.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

Outcome and Resolution Details

Caseworker Name (\* Required)

Recommendations and Comments (\* Required)

Outcome (\* Required)

Resolution/Action Taken

Outstanding Debt Value (\* Required)

Closed Corrected Details

Please populate these details if a previous case which you closed has now been amended/corrected.

Details

Closed Case Corrected Date

Previous Next

Sarah 24 Jun 2025 at 13:21  
Cassidy No problem!

Saffron 24 Jun 2025 at 13:21  
Williams I'll be submitting my monthly report next week once I return from annual leave.

Helen 20 Jun 2025 at 14:39  
May what would you like to know?

Helen 20 Jun 2025 at 14:38  
May can i help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

## 49. closed case correction

Lastly, ensure that the Closed Case Corrected Date is populated if a previously closed case has been amended or corrected. This date should reflect when the new case was corrected.

Please enter details of the closure outcomes and resolution of the fraud, error or non-compliance case related to this award.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

Outcome and Resolution Details

Caseworker Name (\* Required) @  
John Doe

Recommendations and Comments (\* Required) @  
Flag their status in the portal as "Suspended - Accreditation Revoked"

Outcome (\* Required)  
Substantiated

Resolution/Action Taken @  
Escalation to DESNZ/Their Delivery Partner

Outstanding Debt Value (\* Required) @  
£1,000,000.00

Closed Corrected Date  
Please populate these details if a previous case which you closed has now been amended/corrected.

Details  
Closed Case Corrected Date @  
Format: 31 Dec 2024

Calendar pop-up for June 2025 showing the 24th selected.

Previous Next

Send

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Saffron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave.

Helen May 20 Jun 2025 at 14:39  
what would you like to know?

Helen May 20 Jun 2025 at 14:38  
can i help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

## 50. Click "Next"

Select the option to "Next"

Please enter details of the closure outcomes and resolution of the fraud, error or non-compliance case related to this award.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

Outcome and Resolution Details

Caseworker Name (\* Required) @  
John Doe

Recommendations and Comments (\* Required) @  
Flag their status in the portal as "Suspended - Accreditation Revoked"

Outcome (\* Required)  
Substantiated

Resolution/Action Taken @  
Escalation to DESNZ/Their Delivery Partner

Outstanding Debt Value (\* Required) @  
£1,000,000.00

Closed Corrected Details  
Please populate these details if a previous case which you closed has now been amended/corrected.

Details  
Closed Case Corrected Date @  
25 Jun 2025

Click "Next"

Previous Next

Send

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Saffron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave.

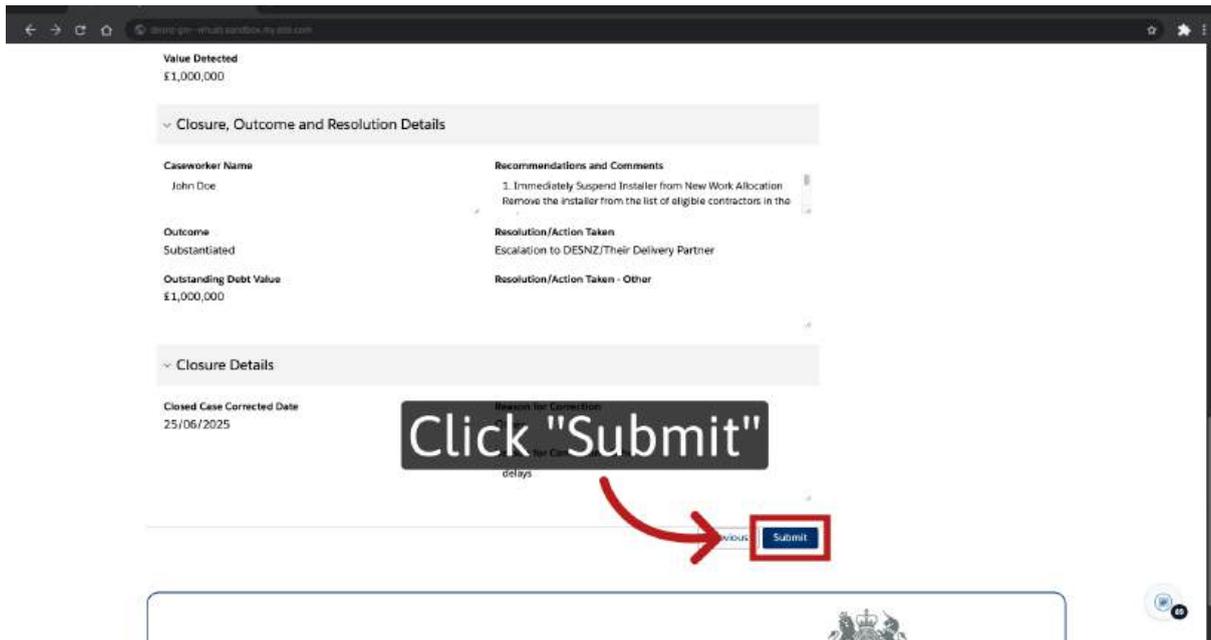
Helen May 20 Jun 2025 at 14:39  
what would you like to know?

Helen May 20 Jun 2025 at 14:38  
can i help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

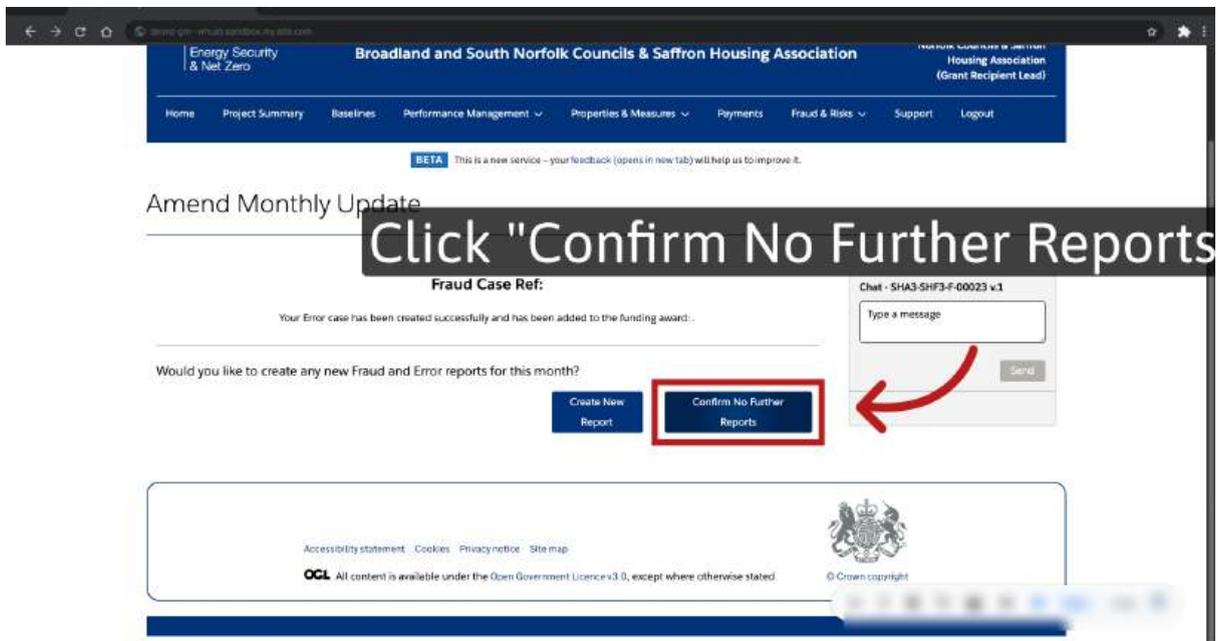
## 51. Click "Submit"

and submit!



## 52. Click "Confirm No Further Reports"

Then, confirm that there are no further non compliance reports to raise.



## 53. Confirm No Further Reports

You'll be taken back to the list of fraud and error reports for the current reporting months.

Energy Security & Net Zero | Broadland and South Norfolk Councils & Saffron Housing Association | Norfolk Councils & Saffron Housing Association (Grant Recipient Lead)

Home | Project Summary | Baselines | Performance Management | Properties & Measures | Payments | Fraud & Risks | Support | Logout

**BETA** This is a new service – your feedback (opens in new tab) will help us to improve it.

## Amend Monthly Update

**Fraud Case Ref:**

Your Error case has been created successfully and has been added to the funding award:

Would you like to create any new Fraud and Error reports for this month?

[Create New Report](#) [Confirm No Further Reports](#)

Chat - SHA3-SHF3-F-00023 v.1  
Type a message  
[Send](#)

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© Crown copyright

## 54. No Further Fraud Reports

Re-confirm no further reports

**BETA** This is a new service – your feedback (opens in new tab) will help us to improve it.

## Amend Monthly Update

**Fraud and Error Reports for May / June**

To ensure accuracy before submitting your monthly report, please select a record from the list to review a summary of the fraud submission

6 of 6 items - 1 item selected

Reference Number	Case Type	Description	Reported	Reviewed	Status
v.1	Admin/ Administration	Types Reported	24 Jun 2025	24 Jun 2025	Closed
SHA3-SHF3-F-00023 v.1	Measure/ Installation	Incorrect Measure Types Reported	24 Jun 2025	26 Jun 2025	Closed
SHA3-SHF3-F-00022 v.1	Property	Duplicate Address Submissions by Grant Recipient	20 Jun 2025		Open
TLA3-WHLG-F-00004 v.1	Scheme Admin/ Administration	incorrect details gathered so money sent has gone to the wrong Supplier	16 Jun 2025		Closed
TLA3-WHLG-F-00003 v.1	Scheme Admin/ Administration	energy efficiency is not what it seems to have been reported as	16 Jun 2025		Open

▼ Fraud and Error Highlight

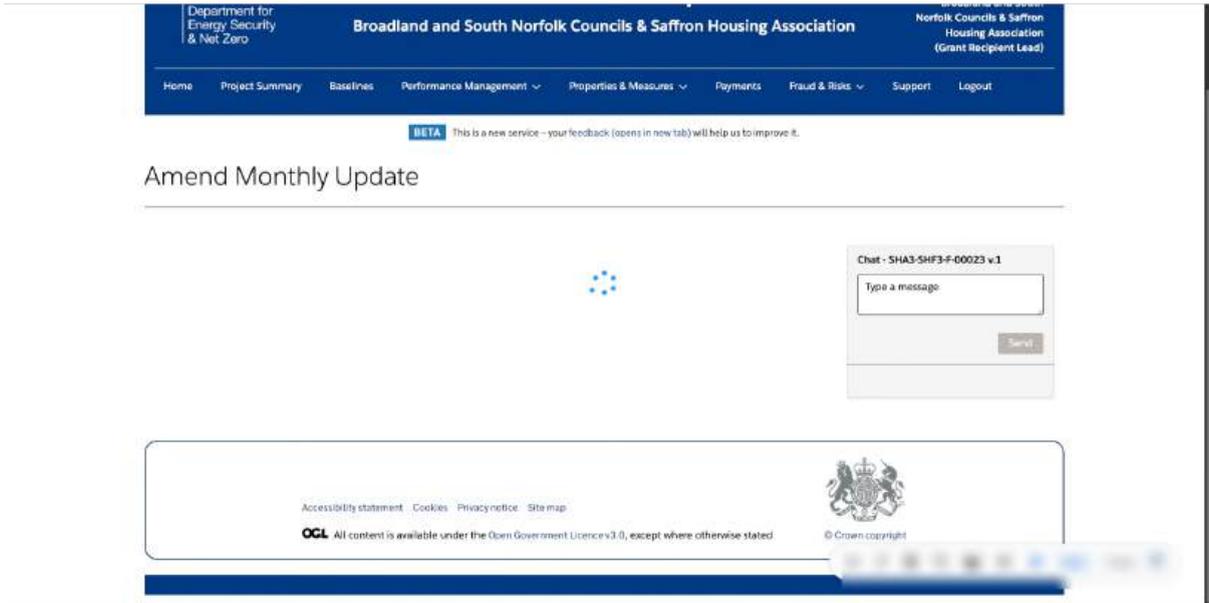
Reference Number: SHA3-SHF3-F-00023 v.1 | Status: Closed

Case Type: | Loss Type: |

Chat - SHA3-SHF3-F-00023 v.1  
Type a message  
[Send](#)

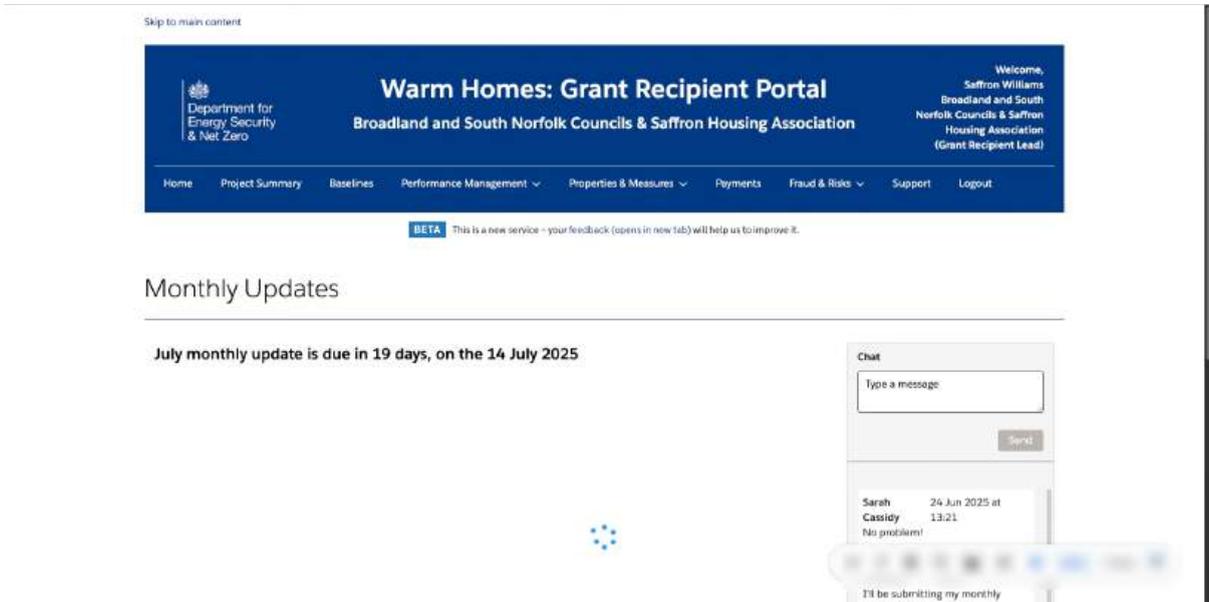
## 55. Nil Risks

You'll then land on the risk reporting section of the monthly report. This is explored in its own separate training video. So, for now, let's report no risks. Finish and return to update the summary page.



## 56. Back to Update Summary Page

You can then return back to the starting point: the monthly reporting page.



## 57. Fraud & Error Reporting for Grant Recipients

Now, let's take a look at the other training objective: Submitting Fraud & Error Reports on an ad hoc basis.



Department for  
Energy Security  
& Net Zero

## Submitting Fraud & Error Reports on an Ad Hoc Basis

### 58. Click "Fraud & Risks"

Navigate to the Fraud & Risks section.

CLICK Fraud & RISKS

Department for Energy Security & Net Zero

Warm Homes: Grant Recipient Portal  
Broadland and South Norfolk Councils & Saffron Housing Association

Welcome, Saffron Williams  
Broadland and South Norfolk Councils & Saffron Housing Association  
(Grant Recipient Lead)

Home Project Summary Baselines Performance Management Properties & Measures **Fraud & Risks** Support Logout

BETA This is a new service - your feedback (opens in new tab) will help us to improve it.

### Monthly Updates

July monthly update is due in 19 days, on the 14 July 2025

#### Open Updates

Update Reference	Reporting Month	Last Modified Date	Status	Action
PUP-00076	June	25 June 2025	Open	edit update - 25 June 2025

Create New Monthly Update

~ Closed Updates

Chat

Type a message

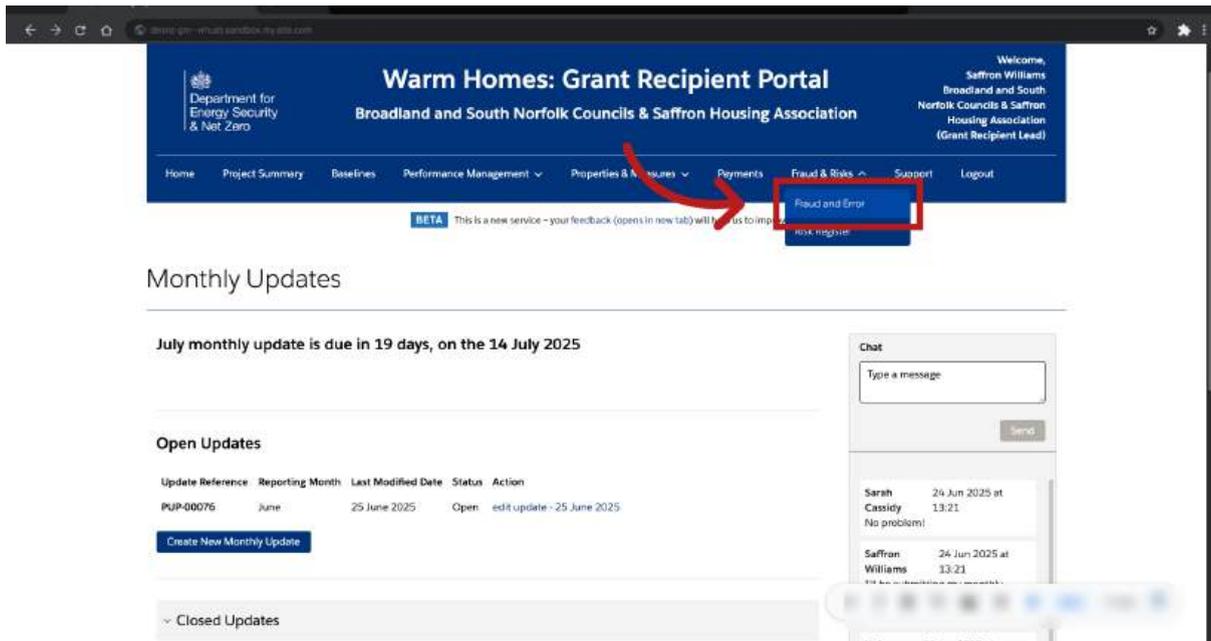
Send

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Saffron Williams 24 Jun 2025 at 13:21

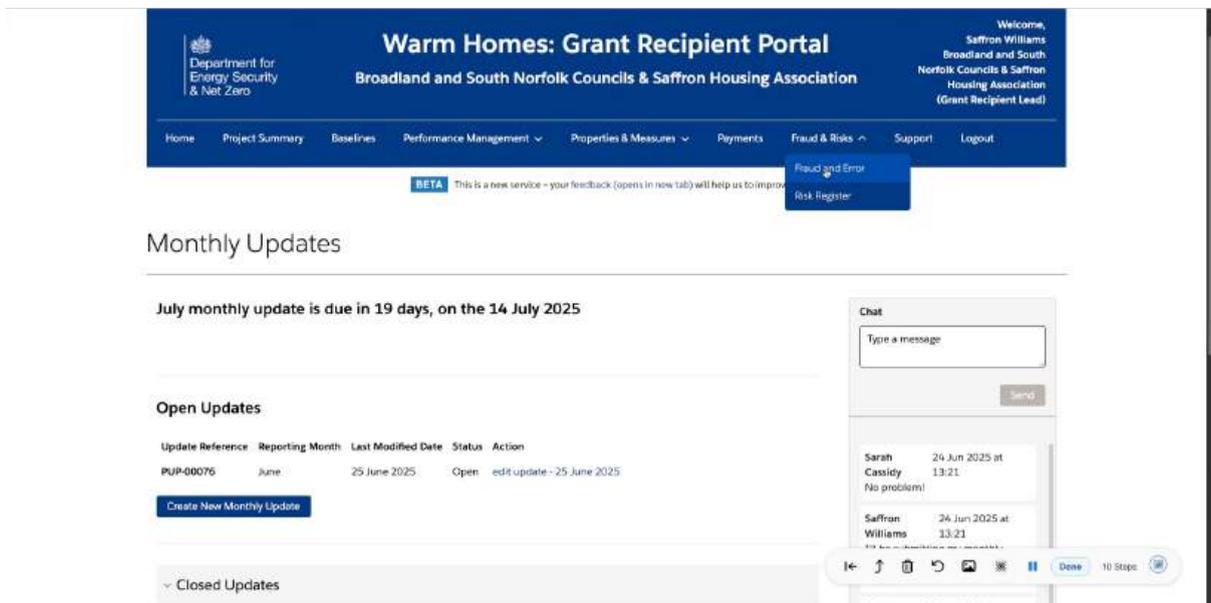
### 59. Click "Fraud and Error"

and Select the Fraud and Error option.



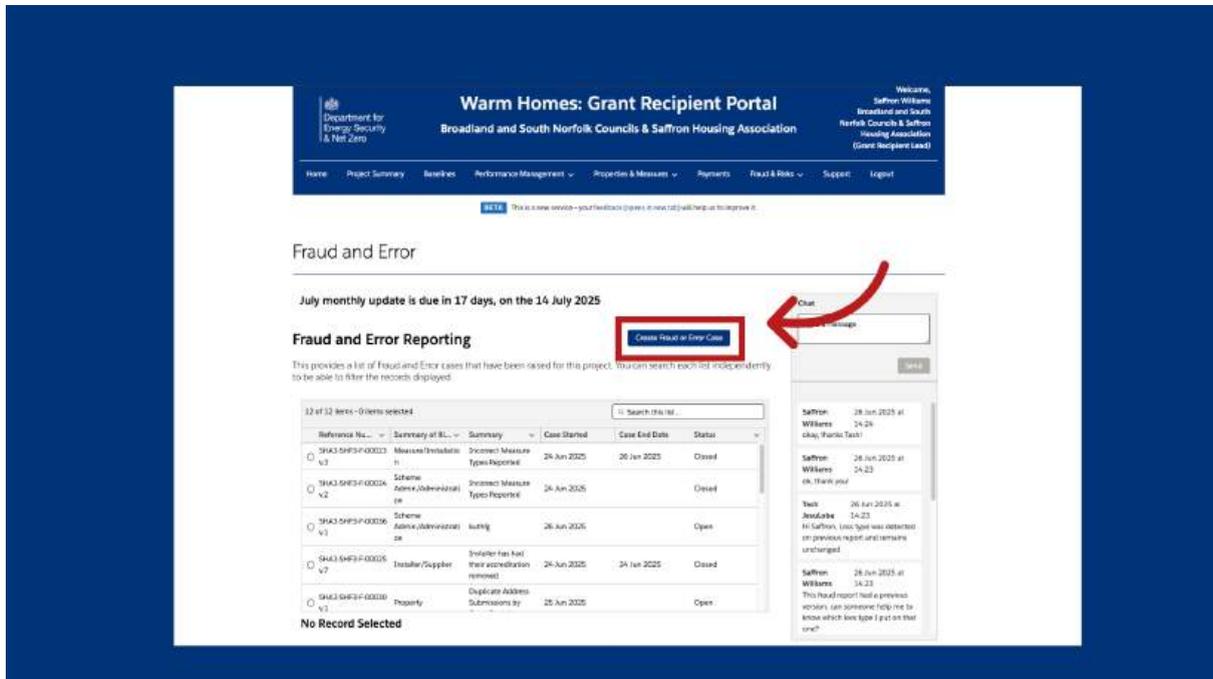
## 60. Full List of Fraud and Errors

You are now presented with a detailed list of reports pertaining to fraud, errors, and non-compliance. Unlike within the monthly report, this list is unfiltered, showcasing all cases that have been created over time.



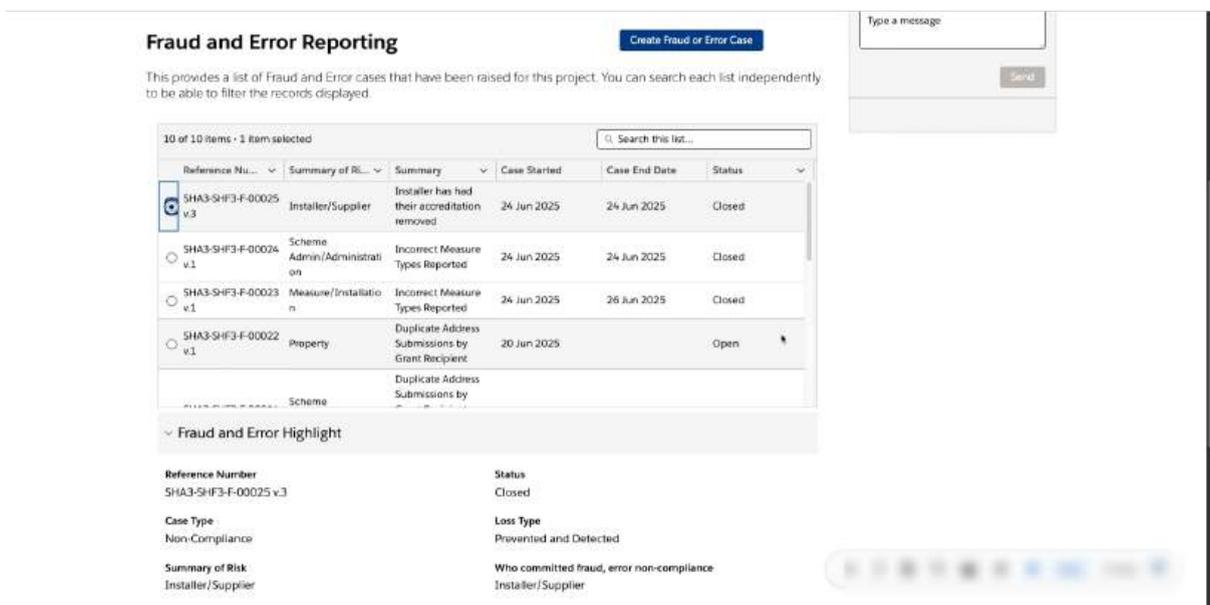
## 61. Create new at the top of page

Something to note is that the button to create a fraud or error case is located at the top of the screen, not at the bottom, underneath the table, as it is in the monthly report. Additionally, no record needs to be selected to display it.



## 62. Create New fraud

Let's create a new ad hoc fraud report.



## 63. Loss Type - prevented

## loss type "prevented"

Please enter details of any fraud, error or non-compliance related to this award. This information will help us monitor potential challenges and take appropriate actions to address them effectively.

- **Fraud:** Intentionally making a false representation or failing to disclose relevant information, or the abuse of position, to make a gain or cause
- **Error:** Losses arising from unintentional events processing error and official / administrations errors
- **Non-Compliance:** failure or refusal to act in accordance with a set of rules, regulations, or standards

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

Case Detail

Case Type (\* Required)  Fraud  Error  Non-Compliance

Case Started (\* Required) 25 Jun 2025

Case End Date

Loss and who committed fraud, error or non-compliance

Loss Type (\* Required)  Prevented  Detected  Prevented and Detected  Recovered  Recovered and Detected

Who committed fraud, error non-compliance (\* Required)  Homeowner  Landlord  Installer/Supplier  Retrofit Assessor/Advisor  Sub-contractor  Internal  Other

Next

Sarah 24 Jun 2025 at 13:21  
Cassidy  
No problem!

Saffron 24 Jun 2025 at 13:21  
Williams  
I'll be submitting my monthly report next week once I return from annual leave

Helen 20 Jun 2025 at 14:39  
May  
what would you like to know?

Helen 20 Jun 2025 at 14:38  
May  
can i help you?

Mark Boadland- 20 Jun 2025 at 14:38  
Member

## 64. Retrofit assessor

committed by a retrofit assessor.

• **Fraud:** Intentionally making a false representation or failing to disclose relevant information, or the abuse of position, to make a gain or cause

• **Error:** Losses arising from unintentional events processing error and official / administrations errors

• **Non-Compliance:** failure or refusal to act in accordance with a set of rules, regulations, or standards

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

Case Detail

Case Type (\* Required)  Fraud  Error  Non-Compliance

Case Started (\* Required) 25 Jun 2025

Case End Date

Loss and who committed fraud, error or non-compliance

Loss Type (\* Required)  Prevented  Detected  Prevented and Detected  Recovered  Recovered and Detected

Who committed fraud, error non-compliance (\* Required)  Homeowner  Landlord  Installer/Supplier  Retrofit Assessor/Advisor  Sub-contractor  Internal  Other

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can i help you?

Mark Boadland- 20 Jun 2025 at 14:38  
Member

## 65. Case Summary

Let's say that there are Duplicate Address Submissions

### Create Fraud or Error Record

SHF3-Broadland and South Norfolk Councils & Saffron Housing Association-2024

#### Summary of Details Being Reported

You should use this area to provide details of Fraud and Error being reported. Select the summary of risk from the list provided and the category of risk areas drop down will then be dependent on this selection.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

Case Summary

Case Details Summary (\* Required) @

Case Details Description (\* Required) @

Summary & Category of Risk Areas

Summary of Risk (\* Required)

— none selected —

Source

Source (\* Required) @

- Allegation Received From Public
- Due-Diligent Checks Installer
- Due-Diligent Checks Landlord
- Eligibility Criteria/Rules Checking
- Energy Efficiency Installation Checker
- Intel Received From Other Organisation (e.g., Delivery)

Chat

Type a message

Send

---

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

---

Saffron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave

---

Helen Mey 20 Jun 2025 at 14:39  
what would you like to know?

---

Helen Mey 20 Jun 2025 at 14:38  
can i help you?

---

Mark Boadland-Member 20 Jun 2025 at 14:38

## 66. Case summary- property

You'll be familiar with these screens and this is the same non compliance form we filled out within the context of the monthly report. Summary of risk this time will be property to show you how the form differs a little.



## 67. Allegations

and an allegation was received from a member of the public.

Grant Recipient: "GreenFuture Installations Ltd," multiple

from annual leave

Helen 20 Jun 2025 at 14:39  
May 14:39  
what would you like to know?

Helen 20 Jun 2025 at 14:38  
May 14:38  
can I help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

Summary & Category of Risk Areas

Summary of Risk (\* Required)  
Property

Category of Risk Areas (\* Required)  
Ineligible Property - False Information on the Application

Source

Source (\* Required) @

- Allegation Received From Public
- Due-Diligent Checks Installer
- Due-Diligent Checks Landlord
- Eligibility Criteria/Rules Checking
- Energy Efficiency Installation Checker
- Intel Received From Other Organisation (e.g., Delivery Partner, DESNZ)
- Internal Quality Assuring Checks
- Invoice Checking
- Occupier Eligibility Checking (e.g., Income, Benefit Receipt, Identity, etc.)
- Property Eligibility Check - EPC Data
- Reconciliation Checks: Invoices
- Reconciliation Checks: Measures
- Routine/Site Audit
- TrustMark: Checking Installation of Measures Meet Requirement
- TrustMark: Checking Installer Accredited
- Whistleblower
- Other

## 68. Property details

An address lookup page will be presented where you enter a postcode and an optional house number/name. confirmed addresses against the funding award are then displayed. Select the correct address and confirm, or search again if it's not right.

BETA This is a new service - your feedback (opens in new tab) will help us to improve it.

### Report Fraud

Address Lookup

Search for address using house number or name and postcode

House Number/Name (Optional)

Postcode  
BA35D

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Send

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Sa'ron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave

Helen May 20 Jun 2025 at 14:39  
what would you like to know?

Helen May 20 Jun 2025 at 14:38

Mark Boadland-Member 20 Jun 2025 at 14:38

## 69. value prevented

The value prevented field is made available (since we selected loss type as prevented earlier in the report) and whether the amount is an actual or an estimate.

**Create Fraud or Error Record**  
SHF3-Broadland and South Norfolk Councils & Saffron Housing Association-2024

**Value or estimated value of the fraud**

Please enter details of the value or estimated value of the fraud, error or non-compliance (e.g. invoice amount, average cost of measure) related to this award. This information will help us monitor potential challenges and take appropriate actions to address them effectively.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

**Value Estimated or Prevented**

Value/Estimated Prevented (\*) Required @  Prevented Actual/Estimate (\*) Required @

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**Chat**

Type a message

Sarah Cassidy 24 Jun 2025 at 13:21  
No problem!

Saffron Williams 24 Jun 2025 at 13:21  
I'll be submitting my monthly report next week once I return from annual leave.

Helen Mey 20 Jun 2025 at 14:39  
what would you like to know?

Helen Mey 20 Jun 2025 at 14:38  
can i help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

## 70. Summary and submit

Review a read only summary of your report to double check everything is as you want it, then submit!

**Create Fraud or Error Record**  
SHF3-Broadland and South Norfolk Councils & Saffron Housing Association-2024

**Value or estimated value of the fraud**

Please enter details of the value or estimated value of the fraud, error or non-compliance (e.g. invoice amount, average cost of measure) related to this award. This information will help us monitor potential challenges and take appropriate actions to address them effectively.

Fields marked with an asterisk (\*) are required. Please ensure all required fields are completed before submitting the form.

**Value Estimated or Prevented**

Value/Estimated Prevented (\*) Required @  Prevented Actual/Estimate (\*) Required @

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Type a message

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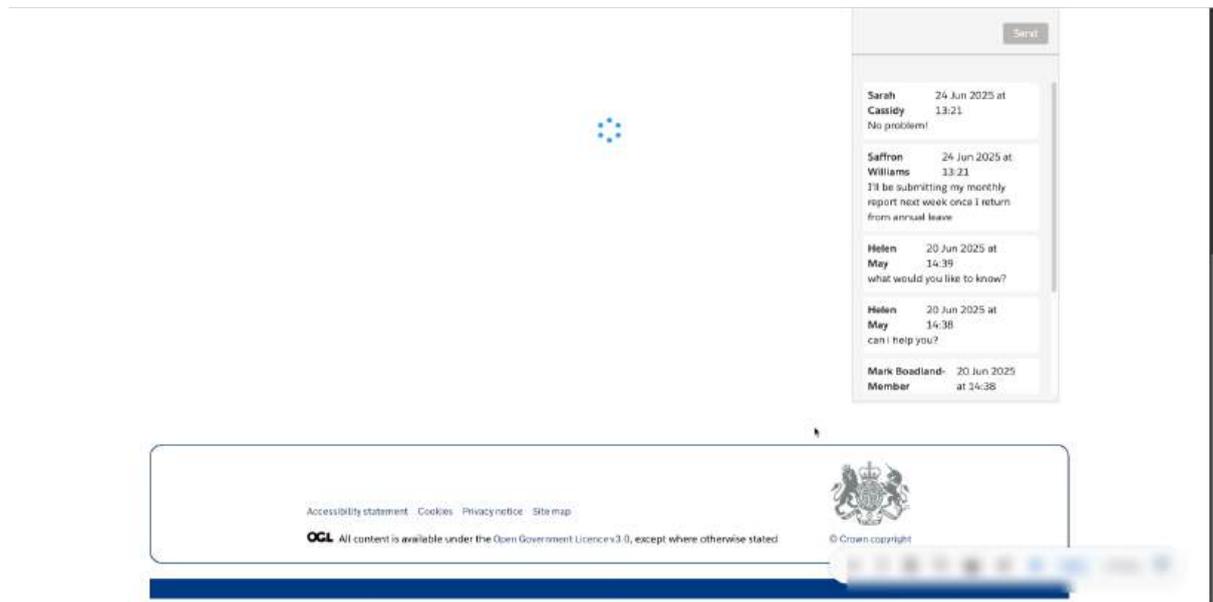
Helen Mey 20 Jun 2025 at 14:39  
what would you like to know?

Helen Mey 20 Jun 2025 at 14:38  
can i help you?

Mark Boadland-Member 20 Jun 2025 at 14:38

## 71. Back to Fraud list

and back to the full fraud and error list.



In this guide, you've learnt how to: Submit fraud, error, and non-compliance reports through monthly reporting. Submit fraud, error, and non-compliance reports on an ad hoc basis. Understand how the report changes based on the selected risk category and loss type. Thank you for reading!

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