European Platform
tackling undeclared work

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Quick Response Team
To Undeclared Work

Belgium

Summary

Belgium established a Quick Response Team of social security inspectors within the National Office for Social Security. The inspectors are engaged in a constant exchange of information concerning undeclared work with the data mining team, with the aim of developing appropriate inspection methodologies. Investigations are carried out by the Team or together with social inspectors from the provincial or thematic directorates (who work on specific irregularities or sectors).

Title of the practice in original language	*N/A*
Name(s) of authorities/bodies/ organisations involved	▶ National Office for Social Security (NSSO) ▶ Other social inspection services and SIOD (output)
Sectors	All
Target groups	▶ Employers/Workers involved in undeclared work (directly targeted).
Purpose of measure	Deterrence: improve detection

Aims and objectives	The aim of the Quick Response Team is to develop appropriate inspection methodologies so that the Team can respond more effectively to cases of social fraud, focussing on the non-payment of social security contributions; failure to comply with social security legislation; detecting social dumping and other cross-border abuses (e.g., human trafficking).
Background context	▶ The General Directorate of the NSSO Inspection Services has been working for several years in the context of the following matrix structures:

	▷ National thematic directorates/inspectorates, on the topics of human trafficking, social dumping, fraud networks, social engineering, service providers and public sector;
	▷ Provincial directorates/inspectorates, that are competent to conduct investigations in the field within a specific province according to the various assignments of the social inspection service.
	▶ In order to respond to challenges the inspection services faced within these structures, a small centrally-managed team of social inspectors was set up in May 2021 known as the Quick Response Team.
	▶ The Quick Response Team will act as a bridge between the central administration and the provincial directorates, for example, with support from the central administration to develop and implement new strategies to combat new fraud phenomenon detected by inspectors in the field.
	▶ The NSSO helps tracing, monitoring, and combatting social fraud and abuse, focussing on the non-payment of social security contributions; failure to comply with social security legislation; detecting social dumping and other cross-border abuses (e.g., human trafficking).
	▶ This Quick Response Team is ongoing.
Key objectives of the measure	**General Objective:** ▶ To conduct investigations in the context of new fraud phenomena with the aim of developing appropriate inspection methodologies. ▶ To conduct big fraud cases that transcend the limits of a provincial or a thematic directorate, for which a more centralised and transversal approach is needed. These investigations can be conducted by one or more social inspectors from the Quick Response Team or together with social inspectors from provincial or thematic directorates. **Specific Objectives:** ▶ Developing new data mining risk models before rolling them out in the field.

Main activities	The Quick Response Team is directly managed by the General Advisor at the Inspection Department, responsible for the Expertise, Data Mining and International Cooperation Directorate.

▶ Before the Quick Response Team begin an investigation, the provincial and/or thematic directors are consulted to determine the terms and objectives (approach, reporting etc.) in advance of each investigation;

▶ Close cooperation and interaction with the data mining team involves quick capture of new fraud mechanisms, converting them into detection models and appropriate inspection methodologies;

▶ New data mining or data matching developments are then thoroughly tested before rolling them out in the field, with the Team providing accurate and qualitative rapid feedback to the data mining team in order to refine the models. Success of the model is determined by the speed with which it is implemented after detection of, for example, a fraud;

▶ After the testing, the Team provides support in the roll out of the new approach in the thematic and provincial directorates;

▶ The rapid feedback between the social security inspectors' Quick Response Team and the data mining team is used to improve the data models later mainstreamed across all inspectorates to detect networks of fraudsters active in different domains. |
| **Funding/organisational resources** | The Quick Response Team is staffed by four social inspectors and funded via the budget of the National Social Security Office. |

Outcomes

While an evaluation of the Quick Response Team is due to take place in January 2022, the Quick Response Team is largely considered to be successful in pursuing a number of its objectives.

Achievement of objectives	▶ The first evaluation of the Quick Response Team is planned to take place in January 2022.

▶ However, the NSSO believes that the Team has been successful in pursuing a number of its objectives. It has worked successfully on a number of large cases, it is developing several new inspection methodologies in key areas e.g., online platform workers, and is developing a new tool in partnership with the data mining department that will be used by social inspectors for |

	visualising targets of some data mining models (i.e., Mining Watch 2[i]).
	▶ The output of the datamining is /can be used by other inspectorates (e.g. social dumping) in the framework of the action plan for the fight against social fraud (SIOD).
Lessons learnt and success factors	▶ The existence of a small team of inspectors able to concentrate its focus on identifying new fraud mechanisms contributes to the speed with which responses to tackling the fraud can be developed;
	▶ A focused team also helps to determine the speed with which feedback can take place with data mining teams to develop appropriate methodologies to implement in the field.
Transferability	▶ Resources are required to fund the existence of a small, dedicated team of social inspectors to focus on developing appropriate inspection methodologies and carry out timely investigations where fraud is detected.
	▶ The existence of a well established data mining department to work cooperatively with a Quick Response Team is crucial to a similarly effective practice in other Member States.

Further information	
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| **Useful sources and resources** | **National Office for Social Security, NSSO website**

https://www.rsz.be/inspectie |

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[i] MiningWatch is a data mining tool which uses predictive modelling to define fraud risks in three different sectors: construction, cleaning and the hotels and catering sector. The analytical tool supports inspectors in choosing inspection targets. For more information on this tool see the virtual library of the European Platform Tackling Undeclared Work available at https://ec.europa.eu/social/main.jsp?pager.offset=15&catId=1495&langId=en