

Appendix I0: Counter-fraud and Corruption Q4 Summary

Fraud investigation

During Q4, eight new cases were opened (2020/21 Q4: nine new cases) and 16 cases were closed. Of the eight newly opened cases, one involved suspected theft of TfL personal employee data and another involved an allegation of document fraud relating to Ultra Low Emission Zone charge avoidance. Eight financial investigations were conducted involving eight subjects and 18 bank accounts. One Suspicious Activity Report check was undertaken during the quarter. The Counter-fraud and Corruption (CFC) team also undertook investigations into 101 miscellaneous referrals during the quarter.

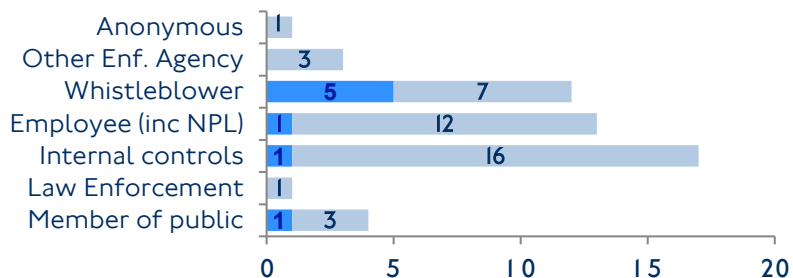
Fraud prevention

The CFC team completed its development of our external facing fraud and corruption reporting platforms, hosted on the TfL website under 'Report a crime'. Members of the public are now able to report suspected fraud and corruption against TfL using the platform and embedded form. Users are provided with advice and guidance on the types of financial crime offences dealt with by the CFC team. The new platform was promoted by the TfL Social Media team on popular social media platforms such as Twitter and Facebook. A significant number of referrals have already been received and these are being assessed and disseminated appropriately.

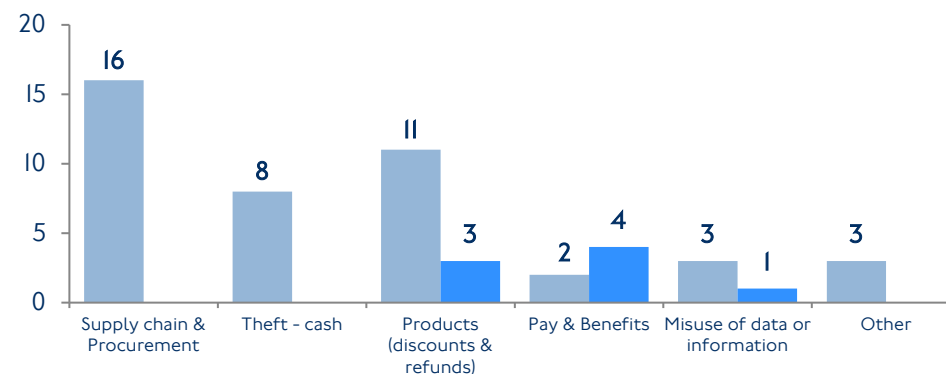
Cases by directorate

Investigations	B/F	New	Closed	C/F
LU	24	4	8	20
Surface Transport	3	1	1	3
CCT	6	0	1	5
Crossrail	3	0	1	2
Commercial Dev.	1	0	0	1
General Counsel	4	2	3	3
Human Resources	1	1	1	1
Finance	1	0	1	0
Total	43	8	16	35

Cases by source New and Brought Forward



Cases by type New and Brought Forward



Significant closed cases

Case I9-932 Allegation of theft from Passenger Operated Machine (POM) - Kings Cross

In January 2020, two Passenger Operated Machine (POM) cash discrepancies were identified at Kings Cross Underground station and attributed to a Customer Service Assistant (CSA). The discrepancies, believed to be individual thefts of cash, occurred on the 16 November 2019, with losses totalling £2.5k. Following an investigation, a company disciplinary interview was arranged, but the CSA resigned prior to it taking place. The suspected theft was reported to the British Transport Police for further investigation and the former CSA was charged with an offence of theft by employee. In March 2022, the former CSA pleaded guilty and was sentenced to six months imprisonment suspended for 12 months and ordered to pay the full amount stolen as compensation to TfL at a rate of £250 per month. The case is now closed.