

# Appendix 10: Counter-fraud and Corruption Q4 Summary

## Fraud investigation

During Quarter 4 of 2022/23, six new cases were opened and nine cases were closed. The six new cases included an allegation of fraud within the taxi licensing process and an allegation of conflicts of interest involving TfL employees.

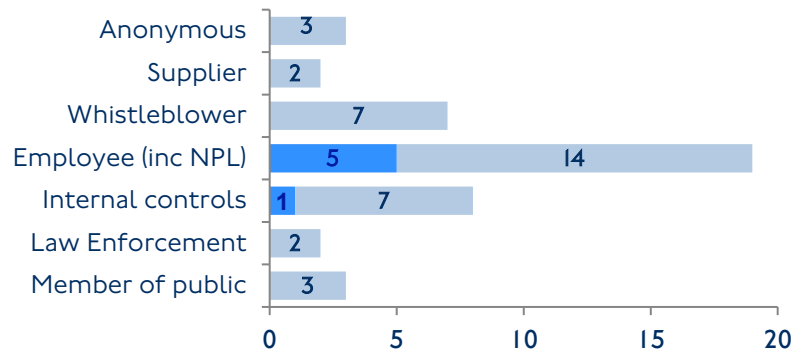
## Fraud prevention

- The CFC team has been working closely with the Road User Charging (RUC) team to strengthen controls within application processes for both exemptions and scrappage grants to ensure opportunity for fraud is minimised. As a result of the collaborative work, new controls have been introduced to prevent fraud and swiftly identify suspicious applications. The CFC team will continue to work with the RUC team going forward to monitor trends and detect anomalies.

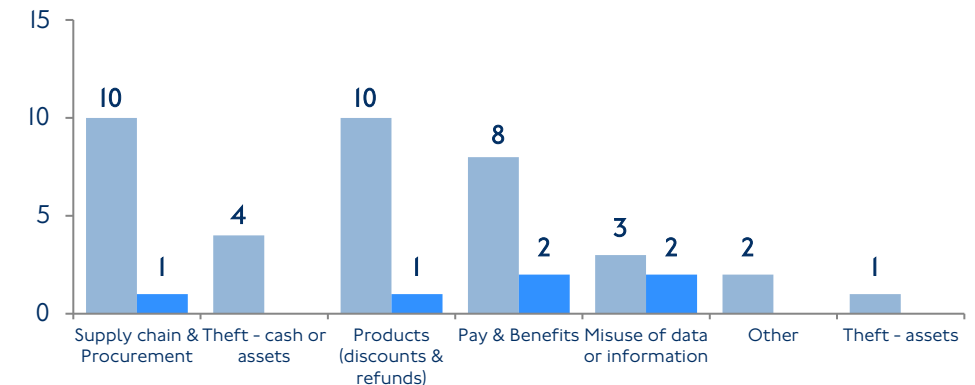
## Cases by Chief Office

Investigations	B/F	New	Closed	C/F
Operations	25	3	6	22
Customer & Strategy	10	1	3	8
People	1	0	0	1
General Counsel	1	2	0	3
Capital	0	0	0	0
Finance	1	0	0	1
<b>Total</b>	<b>38</b>	<b>6</b>	<b>9</b>	<b>35</b>

## Cases by source New and Brought Forward



## Cases by type New and Brought Forward



## Significant closed cases

### Case I9-920 Allegation of computer misuse and data breaches (Operation Equator)

In February 2023, a former Customer Service Assistant (CSA) was convicted at Inner London Crown Court of seven charges relating to Computer Misuse Act 1990 offences and one count of fraud by false representation. The former CSA, while working at Waterloo Underground station, had planted keylogger devices in the back of computers to unlawfully obtain the login details of colleagues and use those details to access sensitive and confidential information. During a search of his home address by police an Oyster card was seized, containing a significant discount that he had loaded onto the card without authorisation or justification while suspended from duty. The former CSA was sentenced to nine months imprisonment (suspended for two years) and ordered to pay £425 costs.