

Reference: FOI.ICB-2425/235

Subject: Financial Losses due to Fraud and Scams

I can confirm that the ICB does hold the information requested; please see responses below:

QUESTION	RESPONSE
My request relates to money lost to scams by CCGs. This relates to scams perpetrated by people who are not employed by the CCG and are not patients. In each case, I understand that records may be incomplete, and if this is the case, I would like whatever figures are available, together with their dates, to give the most accurate view possible. Should there be a large number of frauds which qualify for question 2, to the point where costs for the request are likely to over-run, I would like the details for the five largest in terms of losses, please. For the avoidance of doubt, I am interested in losses of money due to deception. I am not requesting details of losses of money or property due to theft, burglary etc. Here is what I am requesting:	
1. The amount during each calendar year for each of the last five years your trust has lost to fraud and scams. This would include the year to date as one of those five years.	2020/21 - £0 2021/22 - £0 2022/23 - £67,688.96 (reduced to £162.91 following recovery of £67,526.05 - see below) 2023/24 - £0 2024/25 (YTD) - £0

2. For each fraud or scam of more than £500 the nature of the fraud or scam, particularly: a. The date the money was lost b. How much was lost c. How the money was lost - the precise methodology the scammers used d. What efforts were made to reclaim the lost funds e. How successful those efforts were f. Who the perpetrator was, if that is known	In September 2022 (a), the ICB was subject to a fraud which led to a total loss of funds of £162.91 (b). The scammers used a fraudulent email to request that the bank details of a supplier were changed. Invoices totalling £67,688.96 were paid to the fraudulent bank account (c). The ICB identified the fraud early and were able to work with our bank (d) to recover £67,526.05 of the funds from the fraudulent account (e), leading to a total loss of funds of £162.91. The ICB do not know who the perpetrator was (f).
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The information provided in this response is accurate as of 4 October 2024 and has been approved for release by Sarah Truelove, Deputy Chief Executive and Chief Finance Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.