

Audit and Assurance Committee



Date: 9 March 2015

Item: Actions List

This paper will be considered in public

1 Summary

1.1 This paper informs the Committee of progress against actions agreed at previous meetings.

2 Recommendation

2.1 **The Committee is asked to note the Actions List.**

List of appendices to this report:

Appendix 1: Actions List
Appendix 2: Briefing Note

List of Background Papers:

Minutes of previous meetings of the Committee

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Audit and Assurance Committee Actions List (reported to 9 March 2015 meeting)

Minute No.	Item/Description	Action By	Target Date	Status/note
161/12/14/ 149/10/14	Matters Arising and Actions List Cyber security to be a standing item on future agendas and include any updates on IT issues which had occurred during the previous quarter.	Steve Burton	16 June 2015 meeting.	Scheduled.
	Once the findings from the review of the social needs transport had been implemented, Internal Audit to conduct a review of the effectiveness of Dial-A-Ride.	Clive Walker	Early 2016	To be reported once the findings from the review have been implemented.
163/12/14	Internal Audit Quarter 2 Report 2014/15 A report to be submitted to a future meeting on improvements made to taxi and private hire compliance towards implementing an intelligence led, risk based approach to the tasking and deployment of compliance officers, and the early results.	Steve Burton	8 December 2015 meeting.	Scheduled.
	The Director of Internal Audit to carry out a further audit on enforcement and on-street operations once the changes to the compliance regime had been implemented.	Clive Walker	-	Included in the Integrated Assurance Plan 2015/16. Completed.
165/12/14	Strategic Risk Management Update – Quarter 2, 2014/15 A briefing to be provided for Board Members on the Industrial Relations Strategy, the implementation plan, and feedback from the staff survey 'Viewpoint'.	Tricia Riley	March 2015.	Scheduled.

Minute No.	Item/Description	Action By	Target Date	Status/note
166/12/14	<p>Half Yearly Fraud Report 2014/15 Future reports to include the names of successfully prosecuted individuals for fraudulent activities, confirmation of any press releases, and include more detailed information on the numbers of suspects involved.</p> <p>Members raised the issue of 'cash for crash' fraud cases and it was agreed that further information on any known cases would be provided to Members.</p>	<p>Rob Brooker</p> <p>Clive Walker</p>	<p>16 June 2015 meeting.</p> <p>Following the meeting.</p>	<p>Scheduled.</p> <p>Information circulated and attached. Completed.</p>
167/12/14	<p>Legal Compliance Report (1 April 2014 – 30 September 2014) Further information to be provided on the claims for personal injury against Surface Transport.</p>	Howard Carter	By 9 March 2015 meeting.	Information circulated. Completed.
168/12/14	<p>Personal Data Disclosure to Police and Other Law Enforcement Agencies A further report to be submitted to a future meeting on TfL's revised policy for the disclosure of personal data to police and other law enforcement agencies, to support crime reduction in London.</p> <p>Members to be provided with a breakdown of the type of crime/incidents for low volume data requests (fewer than 100 of a crime/incident type in a year).</p>	<p>Steve Burton/ Howard Carter</p> <p>Steve Burton</p>	<p>9 March 2015 meeting.</p> <p>By 9 March 2015 meeting.</p>	<p>On agenda. Completed.</p> <p>The crime/incident types are: aggravated burglary; arson; anti-social behaviour; blackmail; child abuse/ neglect/ exploitation; criminal damage; cyber crime; death; drugs offences; fare evasion; firearms offences; harassment; immigration enquiries; kidnap; lost/stolen Oyster card; perverting the course of justice; road traffic collision; TfL staff enquiry; and wanted on warrant.</p>

Minute No.	Item/Description	Action By	Target Date	Status/note
	That future reports include a breakdown of crime categories for data requests relating to taxi and private hire licensees.	Steve Burton	8 December 2015 meeting.	Scheduled.
169/12/14	Contactless – Security Controls in Place to Protect Payment Card Data The Committee to receive six monthly high level reports on security controls.	Shashi Verma	16 June 2015 meeting.	Scheduled.

Actions from Previous Meetings

Minute No.	Item/Description	Action By	Target Date	Status/note
140/10/14	Matters Arising and Actions List Steve Wright to raise the issue of UKAS accreditation for potential suppliers at the next Rail and Underground Panel (119/06/14). Consideration to be given to the drafting of the accounts for next year on presentation aspects including remuneration. (123/06/14).	Secretariat Andrew Pollins	In progress. 16 June 2015 meeting.	This action has been referred to the Rail and Underground Panel. Completed. Scheduled.
149/10/14	Cyber Security A further report to be submitted to a future meeting of the Committee.	Steve Townsend	6 June 2015 meeting.	Scheduled.
113/06/14	Matters Arising and Actions List Steve Wright to meet with the Head of Engineering at Dial-A-Ride to discuss the vehicle maintenance schedule.	Steve Wright	Following the meeting.	Outstanding.

Minute No.	Item/Description	Action By	Target Date	Status/note
123/06/14	<p data-bbox="309 197 1046 268">TfL Statement of Accounts for the Year Ended 31 March 2014</p> <p data-bbox="309 272 1046 528">For future years, officers to consider using graphical representations as part of Section 5 (Remuneration) and review how operational expenditure across the business was represented, to provide further clarity on the differences between contractual arrangements within different areas of the business.</p> <p data-bbox="309 568 1046 671">A review of the completeness of TfL's property asset register to be added to the Integrated Assurance Plan for 2015/16.</p>	<p data-bbox="1064 272 1292 304">Vernon Everitt</p> <p data-bbox="1064 568 1292 600">Clive Walker</p>	<p data-bbox="1310 272 1509 343">16 June 2015 meeting.</p> <p data-bbox="1310 568 1509 638">9 March 2015 meeting.</p>	<p data-bbox="1630 272 1794 304">Scheduled.</p> <p data-bbox="1630 568 1973 600">On agenda. Completed.</p>

Briefing Note: 'Cash for Crash'

Instances of 'Cash for Crash' Insurance Fraud against London Buses

At the Audit and Assurance Committee meeting held on 17 December 2014, a question was raised about whether there had been instances of 'cash for crash' insurance frauds perpetrated against buses in London.

The following are recent and current cases relating to insurance fraud investigated by our MPS partners in the Roads Transport Policing Command (RTPC).

Defendant Patricia Walker: A London bus collided with her parked unattended car, and she was seen on bus CCTV to be on the opposite side of the road at the time of the collision. However, she subsequently submitted a claim for personal injury. She was found guilty at Snaresbrook Crown Court, sentenced to a Community Order, Curfew Requirement of 3 months, and Costs of £500. The fraud saving is circa £30k.

Defendant Sammy Adefaroti: He drove his vehicle in front of an Abellio London bus and then deliberately slammed on the brakes in front of it, causing a collision. He was convicted at Woolwich Crown Court, for dangerous driving and fraud. The fraud saving is circa £20k.

An Abellio bus collided with a stationary unattended VW Sharan. Bus CCTV shows that the vehicle was empty at the time of the collision, but four defendants submitted claims for personal injury. They were convicted and sentenced as follows:

- Kumar Balan - 9 months imprisonment, suspended for 2 years, 200 hours unpaid work, £200 costs.
- Kala Balan - 12 months imprisonment, suspended for 2 years, 300 hours unpaid work, £200 costs.
- Rajendiren Rajasuresh - 9 months imprisonment, suspended for 2 years, 200 hours unpaid work, £200 costs.
- Jeyakumah Resiah - 9 months imprisonment, suspended for 2 years, 200 hours unpaid work, £200 costs.

The fraud saving is circa £30k.

There are also currently two live cases in process involving Metroline buses.

The bus companies are aware that there is an issue, and the RTPC have delivered a number of awareness presentations to interested groups.