

**Freedom of Information Request**

**Ref: 21-670**

10 January 2022

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

**1. Who in University Hospitals Bristol and Weston NHS Foundation Trust has overall responsibility for auditing/monitoring insider threats – counter fraud? (Name and email address if possible).**

Although the Trust has an accredited Local Counter Fraud Specialist, Elias Hayes, [elias.hayes@uhbw.nhs.uk](mailto:elias.hayes@uhbw.nhs.uk) who is responsible for the day to day counter fraud duties, the executive responsibility sits with the Director of Finance and Information.

**2. Do you have a Counter Fraud Champion? If yes, what is their name and email address?**

The Trust's Counter Fraud Champion is Head of Finance (People and Governance)

**3. How is University Hospitals Bristol and Weston NHS Foundation Trust able to check that your IT systems are being used in the way that they should?**

Please see the attached Standard Operating Procedure document.

**4. In the last 5 years, how many employees have misused their authority and used your IT systems inappropriately - e.g.: to identify vulnerable people, falsify records, make false claims etc?**

The Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

**5. In the last 5 years, how many employees have been investigated under the Fraud Act 2006 and subsequently been found to have actually committed fraud.**

Merged organisation (since 2020/21):

- 8 employees

UHB and WAHT pre-merger since 06/01/2017:

- 28 employees

3 employees found to have committed fraud offences since 06/01/2017, although none satisfied criminal trial, only civil recovery.

**6. How much money has University Hospitals Bristol and Weston NHS Foundation Trust lost as a result of insider fraud/corruption in the last 5 years? NHS Counter Fraud Authority estimate that the NHS is vulnerable to £1.21 billion worth of fraud each year and I would like to understand how that relates to Sheffield Teaching Hospitals NHS Foundation Trust. For clarity, I would like to know the total amount whether subsequently recovered or not.**

Although a true figure cannot be identified due to the hidden nature of fraud, which can only be quantified once reported, fraud proven in this period through insider fraud/corruption = £6,187.34. Please note that the £1.21 billion quoted by NHSCFA relates to staff, contractor, patient and NHS systems fraud. NHS contractor, patient and system frauds often amount to higher values than insider fraud, due to the nature of NHS contracts and cost of services for those who are not eligible for free NHS care.

**7. How often do you have to audit your IT systems to make sure employees are using them appropriately?**

Please see the attached Standard Operating Procedure document

**8. When and how would University Hospitals Bristol and Weston NHS Foundation Trust be alerted to the fact that someone has used the IT system inappropriately?**

Please see the attached Standard Operating Procedure document

**9. Who has overall responsibility for ensuring that your IT systems are secure from internal threats? Name and email address if possible.**

Chief Technology Officer

[DigitalServicesAdmin@uhbw.nhs.uk](mailto:DigitalServicesAdmin@uhbw.nhs.uk)

**10. Do you currently have a budget allowance for auditing and monitoring your IT systems within University Hospitals Bristol and Weston NHS Foundation Trust? If so, how much?**

No

**11. How many computers are there in University Hospitals Bristol and Weston NHS Foundation Trust?**

10,500

**12. What operating systems do your computers use?**

Windows

### **13. How many staff are employed at University Hospitals Bristol and Weston NHS Foundation Trust?**

As of today 10 January 2022 our headcount is 11,953

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

#### **Publication**

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**