

10 March 2020

Our Ref: FOI7094

Freedom of Information: Right to know request

Thank you for your Freedom of Information request of 11 February 2020, regarding whistleblowing reports. We believe we can provide you with the information relating to questions 1-4, whereas we do not hold the information you have requested in question 5, for the reasons we shall explain below.

You asked us:

"1) Please can you provide details of the number of workers raising concerns about wrongdoing or malpractice (whistleblowing) who have contacted you in relation to your duties as a regulator for each of the following years: 2018 and 2019

Where possible, can you please also provide the following details:

2) Whether each individual contacted you on an anonymous, confidential, or self-identified basis,

3) A brief summary of the types of concerns raised

4) If information was passed on to another regulator or enforcement body. If so please indicate the identity of the regulatory body and specify whether the concern was monitored by you following referral.

5) In respect of the above, please identify (if appropriate) whether any subsequent action was taken"

We have considered your request in line with the provisions of the Freedom of Information Act 2000, and our response is set out below.

Please note, we have interpreted "workers" as referring to any employees, so we have included the data for all whistleblowing reports received.

Questions 1 and 2:

The number of whistleblower reports received during 2018 and 2019 is shown in the table below, broken down by year. The column on the left shows the number of reports received from self-identified whistleblowers, the column on the right refers to anonymous reports.

Whistleblower reports			
Year	Identified	Anonymous	Total
2018	846	293	1139
2019	888	291	1179

Total	1734	584	2318
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Question 3:

The list of allegations raised can be found in the table below. Please note, a single report may contain more than one allegation; for this reason, the number of allegations is greater than the number of reports received.

Allegations	2018	2019
AML	40	37
Client Assets	21	1
Competition	4	4
Compliance	122	374
Consumer Credit	27	17
Consumer Detriment	131	158
Crime	16	8
Culture of organisation	163	221
Data Security	80	110
Fitness & Propriety	335	442
Fraud	126	119
FSMA	74	45
FX-related	2	2
Insider Dealing	20	22
Know Your Customer (KYC)	20	51
Market Activity	19	25
Market Manipulation	42	16
Mis-selling	56	67
Non-regulated products	3	3
OPBAS AML	1	0
Pension	22	11
Pressure Selling	53	58
Remuneration and incentivisation	18	15
SYSC 18	30	74
Systems & Controls	179	396
Terrorist Finance	5	1
Treating Customers Fairly	257	347
Unauthorised Business	53	90
Total	1919	2714

Question 4:

The number of whistleblower reports that were referred to external organisations during 2018 and 2019, and the names of the relevant organisations, can be found in the table below, broken down by year.

External Agency	2018	2019
Action Fraud	12	16
Charity Commission	3	1
Competition and Markets Authority (CMA)	0	1
Claims Management Regulator (CMR)	1	0
City of London Police (COLP)	4	2
Financial Market Authority (Austria)	1	0

Financial Reporting Council (FRC)	0	1
HM Revenue & Customs	33	28
Home Office	0	1
Institute of Chartered Accountants in England and Wales (ICAEW)	2	1
Institute of Chartered Accountants of Scotland (ICAS)	1	0
Information Commissioner Office (ICO)	56	39
Insolvency Service	9	15
LSE/Aim Regulation	6	1
Ministry of Justice (MOJ)	1	3
Malta Financial Services Authority (MSFA)	1	0
National Crime Agency (NCA)	15	9
National Fraud Intelligence Bureau (NFIB)	21	14
Office of Gas & Electricity Markets (Ofgem)	1	2
Police	11	8
Prudential Regulation Authority (PRA)	80	80
Police Service of Northern Ireland (PSNI)	1	0
Securities and Exchange Commission (SEC)	1	0
Serious Fraud Office (SFO)	2	2
Solicitors Regulation Authority (SRA)	3	7
The Pensions Regulator (TPR)	5	4
Trading Standards	3	0
Total	273	235

Question 5:

We do not hold information on this point of your request, as we do not seek further update from the external bodies to which individual whistleblower reports are referred.

If you are unhappy with this response, you have the right to request an internal review. If you wish to exercise this right you should contact us within 40 working days of the date of this response.

If you are not content with the outcome of the internal review, you also have a right of appeal to the Information Commissioner at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 01625 545 700. Website: www.ico.org.uk

Yours sincerely

Information Disclosure Team

