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15 April 2014

BY EMAIL

Our Ref: FOI 3398

Dear

Freedom of Information: Right to know request

We refer to your request under the Freedom of Information Act 2000 (the Act), for information relating to whistleblowing.

On 3 April 2014 you requested the following information:

"1) How many calls/emails/letters has the FCA 'Whistleblowing Desk' received in the following financial year 2013-14?"

2) A break down of the whistleblowing incidents progressed by case type for the financial year 2013/14?"

Your request has now been considered and the relevant information is provided below.

During the financial year 2013/2014 the whistleblowing team received 6,674 'contacts'. This figure includes all emails, telephone queries and letters and is a measure of activity – not the number of whistleblowers contacting the team. For instance, some of these calls did not relate to whistleblowing, were from consumers seeking advice about non-regulated activity and many were repeat calls or persons providing additional information.

During the financial year 2013/2014 the whistleblowing team created 1,035 cases. A case is created, and a case number allocated, to each whistleblower who provides information that falls within the FCA whistleblowing process. Not every whistleblowing case leads to an intelligence report being created. Some whistleblowers do not respond to requests for further information, some information is found to be erroneous or malicious and some cases are assessed as being outside the scope of the FCA.

During the financial year 2013/2014 the whistleblowing team created 860 whistleblowing intelligence reports. These are broken down by category, from predetermined options, from the FCA intelligence database.

Table 1

Category	Count
Financial Services and Markets Act	619
Unauthorised Business	84
Fraud	49
Market Abuse	40
Market Integrity	22
Money Laundering	15
Could not be categorised	12
Consumer Credit	8
Bribery & Corruption	3
Other crime	2
Payment Services Directive	2
Sanctions	2
Threshold Conditions	2
TOTAL	860

During the financial year 2013/2014 the whistleblowing team disseminated 948 intelligence reports to other areas of the FCA, and external agencies, for further assessment/investigation. The discrepancy between the number of reports created and the number of reports disseminated is caused by the delay in disseminating reports created in the previous financial year, the requirement to disseminate reports from older cases to new recipients and the requirement to send reports to external agencies.

Caveats/notes:

- The whistleblowing process is still being developed and new categories and data requirements have been added during the course of the year.
- Analysis of whistleblowing data is currently taking place and may lead to further categories being added.
- Currently only one 'subject' option can be selected for each case – in reality the information provided may cut across a number of subject categories.
- Due to the search and retrieve restrictions of the whistleblowing systems there is an estimated, but not assessed, margin of error of +/- 2%

If you have any queries then please contact me.

Yours sincerely

Information Access Team