

Table 1: Fraud Log 2015/16

Date	Referred by	Details	Value	Outcome
1 st December 2015	S151 Officer	<p>MBC has its cheques printed by a company – it should be noted that these are not pre-signed.</p> <p>MBC were expecting a delivery of five boxes of these cheques in November 2015 (each containing 1,000 cheques) but only three boxes were delivered.</p> <p>When queried, MBC were advised that the remaining boxes had been delivered to another location in error and would be collected and re-delivered in December 2015.</p> <p>On 1st December 2015, one box of cheques was delivered and on inspection it was noted that the box had been opened and cheques were missing. The bank was contacted to cancel all cheques in the box and for the other box which had not been delivered.</p> <p>All issues were promptly reported to the S151 Officer and to the printing company and delivery firm.</p>	N/A	<p>Printing company has advised that they will be using a different delivery company next time.</p> <p>Prompt action taken by officers to cancel checks and manage risk.</p> <p>Internal Audit review of post and parcel handling arrangements commissioned in 2016/17 to review procedures and identify any further areas where controls could be strengthened.</p>
24 th March 2016	Communications Manager	<p>An individual made a payment of £1,300 for Council Tax by touchtone phone and then contacted the Council a week later to advise that they were leaving the property and requested a refund on this Council Tax payment. The Council refunded the money by cheque, which was subsequently cashed.</p> <p>Notification was then received by WorldPay that the card used to pay the £1,300 via Touchtone phone was stolen and the cardholder denied any involvement in this transaction.</p> <p>Reported to Action Fraud and police.</p>	N/A	No financial loss incurred by the Council.