Our Ref: UKSBS-FOI25-26-058

06 October 2025

Dear

Thank you for your email of 11 September 2025 in which you requested the following information:

REQUEST DETAILS:
Investigative Systems

Do you have dedicated systems, databases, or platforms in place for fraud and financial crime investigations?

If so, please specify what systems are currently used (e.g. Companies House, credit reference agencies, internal databases, third-party platforms).

Data Sources & Access

Do you have a consolidated platform that brings together company, director, and financial intelligence from multiple verified UK sources?

Or do investigative staff currently access this information manually across multiple, disconnected systems?

Evidence Standards

Do you have processes in place to ensure that intelligence gathered for fraud investigations is disclosure-ready (i.e. date-stamped, unaltered, and admissible in court)?

If not, how is continuity of evidence assured?

Director & Network Mapping

Do you have tools to map cross-company directorships, disqualified directors, and hidden associations across multiple firms?

If not, how is this analysis currently carried out?

Monitoring & Alerts

Do you have live monitoring or watchlist capabilities to track suspect companies, directors, or entities in real time?

Or is monitoring carried out through periodic manual checks?

Financial Risk Profiling

Do you have the ability to automatically profile the financial resilience of companies (e.g. through balance sheets, P&L, cashflow, CCJs, or charges)?

If not, how is financial risk typically assessed during investigations?

Casework Efficiency

Do you have audit trails and secure collaboration tools in place for investigative teams working across cases?

Or are cases typically reliant on manual collation and file sharing?

Security & Compliance

Do you have systems accredited to ISO 27001 or equivalent for handling sensitive investigative data?

If not, what measures are currently in place to ensure security and GDPR compliance?

Fraud on the Corporate Risk Register

Do you have fraud, financial crime, or corruption risks recorded on your corporate risk register?

If so, please provide:

The specific risks listed (e.g. procurement fraud, payroll fraud, supplier collusion, grant misappropriation, etc.).

The current risk ratings (likelihood, impact, or equivalent scoring used).

Details of any mitigating controls identified.

If fraud is not explicitly recorded on the corporate risk register, please confirm how the organisation records and monitors fraud-related risks.

Your request was handled under the terms of the Freedom of Information Act 2000.

Under the Freedom of Information Act 2000 ('the Act'), you have the right to:

- know whether we hold the information you require
- be provided with that information (subject to any exemptions under the Act which may apply).

RESPONSE DETAILS:

I can confirm that UKSBS holds the information you have requested. Please find our responses below:

1. Investigative Systems

UK Shared Business Services Ltd (UKSBS). Registered in England and Wales as a limited company.
Company Number 6330639. Registered Office Polaris House, North Star Avenue, Swindon, Wiltshire SN2 1FF

Do you have dedicated systems, databases, or platforms in place for fraud and financial crime investigations?

No dedicated systems for investigations.

If so, please specify what systems are currently used (e.g. Companies House, credit reference agencies, internal databases, third-party platforms).

We use Companies House to complete checks on suppliers.
For UK suppliers we can check their bank details on Bottomline (banking app) which verifies the bank account.

2. Data Sources & Access

Do you have a consolidated platform that brings together company, director, and financial intelligence from multiple verified UK sources?

Banking verification - Bottomline (banking app)

Or do investigative staff currently access this information manually across multiple, disconnected systems?

N/A

3. Evidence Standards

Do you have processes in place to ensure that intelligence gathered for fraud investigations is disclosure-ready (i.e. date-stamped, unaltered, and admissible in court)?

All documents are stored in either SharePoint Online and ServiceNow which records the data and time.

If not, how is continuity of evidence assured?

N/A

4. Director & Network Mapping

Do you have tools to map cross-company directorships, disqualified directors, and hidden associations across multiple firms?

We use the Government Procurement Review Unit's debarment list and the Procurement Specific Questionnaire to check suppliers / people of significant control.

If not, how is this analysis currently carried out?

N/A

5. Monitoring & Alerts

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Do you have live monitoring or watchlist capabilities to track suspect companies, directors, or entities in real time?

No

Or is monitoring carried out through periodic manual checks?

We use the Government Procurement Review Unit's debarment list, and the Procurement Specify Questionnaire to check suppliers / people of significant control.

6. Financial Risk Profiling

Do you have the ability to automatically profile the financial resilience of companies (e.g. through balance sheets, P&L, cashflow, CCJs, or charges)?

No, we do not have the ability to automatically profile.

If not, how is financial risk typically assessed during investigations?

We use platforms such as Experian and Dun and Bradstreet to assess financial status.

7. Casework Efficiency

Do you have audit trails and secure collaboration tools in place for investigative teams working across cases?

Audit trails exist in some systems such as M365 and ServiceNow.

Or are cases typically reliant on manual collation and file sharing?

We also rely on manual collation and file sharing

8. Security & Compliance

Do you have systems accredited to ISO 27001 or equivalent for handling sensitive investigative data?

We are ISO27001 accredited which covers all UKSBS systems

If not, what measures are currently in place to ensure security and GDPR compliance?

N/A

9. Fraud on the Corporate Risk Register

Do you have fraud, financial crime, or corruption risks recorded on your corporate risk register?

Fraud risks are covered under the 'Ineffective core controls' Corporate risk. The risk category is Operational, which covers fraud related processes, as set out in The Orange Book (Government guidelines on Risk Management).
If so, please provide:

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The specific risks listed (e.g. procurement fraud, payroll fraud, supplier collusion, grant misappropriation, etc.).

Procurement and Financial fraud

The current risk ratings (likelihood, impact, or equivalent scoring used).

Our current risk rating is within tolerance

Details of any mitigating controls identified.

If fraud is not explicitly recorded on the corporate risk register, please confirm how the organisation records and monitors fraud-related risks.

N/A

I hope this information is of assistance.

If you are dissatisfied with the above response you have a right to request a review of your Freedom of Information request. Details of the complaints and review procedure are appended to this letter.

Yours sincerely

UKSBS Freedom of Information Team

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