

fraudmatters

A special HSC staff newsletter to mark International Fraud Awareness Week 2016

“every penny lost impacts on the resources available to deliver a world class health and social care system”

Patrick O'Hara, Assistant Director of Counter Fraud Services, Business Services Organisation

Counter Fraud Services (CFS) are delighted to introduce this special staff newsletter, issued as part of our support for International Fraud Awareness Week (IFAW).

This is the third year CFS have supported IFAW and this year we are delighted that our counterparts in NHS England, Wales and Scotland have joined the campaign to shine a spotlight and raise awareness of the issue of fraud and the detrimental impact it can have on health service resources.

Speaking at the launch of the campaign Patrick O'Hara, Assistant Director of BSO Counter Fraud Services said “Tackling fraud is not just the responsibility of my team in CFS. Every member of staff has a responsibility to safeguard health service resources by recognising fraud and knowing how to report it.

I hope you will take the time to visit our new website where a range of new materials have been produced to provide staff with a better understanding of fraud and how it affects us

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all.

Remember, it is valuable public money we are seeking to keep safe, money that has been diverted from the care of HSC patients, who are the real victims of health service fraud. It is therefore important we send a clear message that fraud will not be tolerated.”

I trust that you will find this newsletter both informative and useful.

Recognising staff fraud



The HSC is one of the biggest employers in Northern Ireland with a workforce of some 63,000 staff employed to deliver services to a population of 1.8 million. These services are undertaken by a range of clinical, professional, administrative and support staff employed within primary, secondary and social care sectors of the community and provide a fully integrated health and

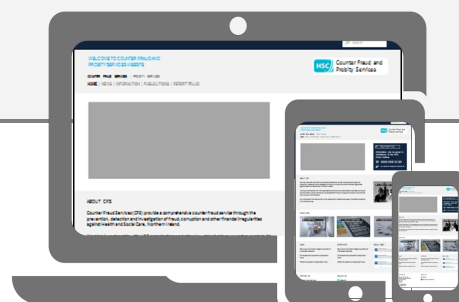
social care system throughout Northern Ireland.

Examples of the types of staff fraud that may exist within an organisation include submitting false claims for hours worked; submitting false claims for travel or expenses; falsifying qualifications to obtain employment; theft of cash or equipment; and sick leave abuse.

We have produced a short animated video to highlight the main types of staff fraud we encounter and the impact these crimes can have on patients and service users.

Website relaunched

We've refreshed our website to coincide with Fraud Awareness Week. With a clean, modern look, a new fraud reporting form and easy access to a range of counter fraud documents and information we hope you will find our new site both informative and useful.



www.cfs.hscni.net



Report your suspicions.

While the vast majority of people who work for, supply or use the services provided by Health and Social Care (HSC) are honest, a small minority of individuals attempt to defraud our health service of vital funds and resources.

Fraud is not a victimless crime. It has repercussions for everyone, whether or not they are a direct victim of the crime. Money lost to fraud impacts directly on taxpayers, ratepayers and service users as this money has to be repaid somehow, which means there is either an increased cost to the taxpayer or less money for patient care.

Every penny counts. Even the smallest of losses can have an impact on the services we can deliver and the care we can provide.

For example, a staff member submitting a false or inflated travel claim of just £4 could pay for a meal service delivered to client's home.

Recognising and reporting fraud is an essential part of maximising front line resources and every member of HSC staff

has a responsibility to safeguard resources and report any suspicion of fraud that affects the health service.

A number of reporting options are available to staff. If you suspect fraud you can raise your concern with your line manager/supervisor in the first instance, or contact your organisation's Fraud Liaison Officer (FLO).

Alternatively you can telephone the HSC Fraud Hotline on 0800 096 33 96.

You will be taken seriously and any discussion will be confidential. You can even remain anonymous if you prefer.

You can also send a report online at: www.reporthealthfraud.hscni.net

Further information is also available in your organisation's Fraud Response Plan and Whistleblowing Policy.

Awareness presentations

If your department or team have not had a Fraud Awareness presentation or would like to know more about the steps that the HSC is taking to reduce and eliminate fraud please contact us at cfs@hscni.net.



cfs@hscni.net



There is no excuse for financial abuse

A recent study[†] by the Commissioner for Older People in Northern Ireland (COPNI) has found that 21% of people aged 60 and over are affected by some level of financial abuse in Northern Ireland.


Financial abuse can include the theft of money or valuables, overcharging for goods and services or the misuse of Direct Payments. The abuse can happen in the person's home or in a care setting and the perpetrators can include family members, friends, paid or voluntary carers and even criminals who deliberately target and exploit vulnerable people. The outcome of financial abuse can be devastating. Some victims lose large sums of money, incur large debts or simply be left in a position where they do not have enough money to live on.

As one of the stakeholders of the NI Adult Safeguarding Partnership (NIASP), CFS has been working in collaboration with a range of stakeholders to safeguard older people from this type of abuse. As part of our

preventative role, CFS has been busy undertaking a number of presentations to key groups and has produced a range of publicity materials to highlight the warning signs and indicators of financial abuse.

Financial abuse is a crime and it is hoped that by raising awareness of this issue staff will recognise, at an early stage, if an individual may be a victim of financial abuse and how they should report it. Early intervention is crucial in all cases of abuse.

If CFS can assist you in raising awareness of financial abuse or you would like further information on this article please contact tara.davis@hscni.net.

[†]Financial Abuse of Older People in Northern Ireland - The Unsettling Truth. To view the report in full please click [here](#) 

Information Sheets

We have produced a range of information sheets aimed at providing a better understanding of fraud and the impact it can have on health service resources. Have you ever considered why people commit fraud and the consequences it can have?



Be Alert to Scam emails

Like the junk mail that's pushed through your letterbox, spam email is worthless information that you haven't asked to receive. It's also very difficult to completely get rid of. That's why HSC email servers work to filter spam and weed out the majority of unsolicited messages before they ever arrive in your inbox.

However, no system is fool proof and fraudsters will use emails and bogus websites to try and trick the recipient into giving them money, bank account details or to download a computer virus to steal information from the device.

Fake emails often (but not always) display some of the following characteristics:

- Claims to be from a senior person at your organisation asking for the immediate transfer of funds
- The sender's email address doesn't tally with the trusted organisation's website address or is sent from a completely different address e.g. a free webmail address
- The email uses a non-specific greeting like "dear customer"

- The email contains spelling and other grammatical errors
- You are asked for personal information, such as your username, password or bank details

What should you do if you've received a scam email?

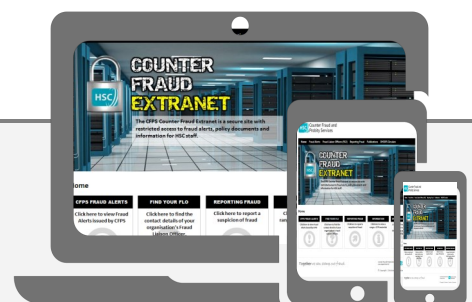
If the email was received into a HSC mailbox and contains bank account information or a request for payment from an unknown or suspicious source please forward as an email attachment to cfs@hscni.net.

Otherwise, as a general rule:

- Do not click on any links or open any attachments in the scam email.
- Do not reply to the email or contact the sender in any way.
- Notify your ICT department
- Consider reporting the email to Action Fraud <http://www.actionfraud.police.uk/scam-emails>
- Delete the email from your inbox and deleted items folder

Counter Fraud Extranet

Our Extranet site is accessible to all HSC staff and includes CFS Fraud Alerts and counter fraud circulars and best practice guidance, issued by the Department of Health. Contact details of your local Fraud Liaison Officer are also available on this site.



cfps.extranet.hscni.net



National Fraud Initiative

The National Fraud Initiative (NFI) is an exercise that matches electronic data within and between public and private sector bodies to prevent and detect fraud.


HSC organisations are required by law to protect the public funds for which they are responsible and share information provided to them with other bodies responsible for auditing or administering public funds.

THE NFI data matching exercise involves comparing sets of data, such as the payroll and pension information, against other records held by other public sector bodies. This allows potentially fraudulent claims and payments to be identified, such as:

- Employees working elsewhere while claiming sick leave from another employer
- Pensions continuing to be paid, either fraudulently or in error, after the recipient's death
- Care homes continuing to receive payments after the resident's death

The HSC provided data for the 2016 NFI exercise in October. All HSC staff are made aware of the inclusion of their payroll data through the issue of Fair Processing Notices published on the organisation's websites and in some cases through notification on pay advice slips.

The results of the NFI speak for themselves, with outcomes for the first three exercises in Northern Ireland of almost £30 million. This figure represents both current and past fraud stopped and potential fraud in the future averted. Nationally, outcomes from data matching through the NFI stand at over £1 billion - that is enough money to fund our health service for 3 months.

Further information on the National Fraud Initiative is available on the Northern Ireland Audit Office [website](#). 

Factsheets

We have produced a series of factsheets focusing on payroll fraud. Available on our website, each factsheet provides a case example of the type of fraud covered and advice on how to prevent it in your workplace.



Tea Break Challenge

It's your chance to be an investigator and uncover the frauds in our Word Search.

C X M D W Q F V G E D M
A O V U H N R S M J I M
Q K R A S I R I Y L S R
J Z J R T P R Y D O H H
W W Y F U C U E T E O A
K A P R L P C Y A V N M
O A S L E E T D D V E A
Z G T N P G X I K U S B
K Q E T D Y R E O J T I
N O I S U L L O C N Y J
B O S Q S T H E F T Q K
N N G P Q Q V H U T C Z

COLLUSION
CORRUPTION
CRIME
DECEPTION
DISHONESTY
FORGERY
FRAUD
THEFT

Solution on Page 8

Test your knowledge with our fraud quiz.


1. How much fraud has been identified through the National Fraud Initiative in Northern Ireland?
A) £5 million
B) £30 million
C) £100 million
2. When should allegations of fraud be referred to CFS for further investigation?
A) If you have any concerns or suspicions, you can report them to CFS
B) Only when you are sure a fraud has taken place
C) Only if it is a very serious and organised fraud
3. Who has responsibility to help prevent fraud and safeguard health service resources?
A) Chief Executives and Directors of Finance
B) Counter Fraud Services
C) All staff have a responsibility

Answers on Page 8

Staff Survey

Each year we issue a short eSurvey to help assess the level of fraud awareness and knowledge held by staff. It also helps us evaluate the work we do in communicating the anti-fraud message.

We would be very grateful if you would spare the time to complete it. It should take only a few minutes.

You can access the survey [here](#). 

If you have already responded, thank you for your feedback. Your support is much appreciated.



ARE YOU CONCERNED ABOUT FRAUD AGAINST THE HEALTH SERVICE?

Information can be given in confidence, or anonymously if you prefer, to the HSC Fraud Hotline or online.



0800 096 33 96



www.cfs.hscni.net



Counter Fraud
Services

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BELFAST
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@bsocfs



BSO Counter Fraud Services

Wordsearch solution

C X M D W Q F V G E D M
A O V U H N R S M J I M
Q K R A S I R I Y L S R
J Z J R T P R Y D O H H
W W Y F U C U E T E O A
K A P R L P C Y A V N M
O A S L E E T D D V E A
Z G T N P G X I K U S B
K Q E T D Y R E O J T I
N O I S U L L O C N Y J
B O S Q S T H E F T Q K
N N G P Q Q V H U T C Z

Quiz answers

1. (B) 2. (A) 3. (C)

