



fraudmatters

There is a global effort to minimise the impact of fraud by promoting anti-fraud awareness and education.

Will you support our efforts to minimise fraud against Health and Social Care in Northern Ireland? [Learn how inside](#)

So you think you know about Fraud? [Try our Quiz!](#)

What's CFS doing for IFAW 2018? [Details on Page 3](#)

What's new in CFS? [Read about our Outcomes](#)

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The Fraud Triangle



Opportunity is one of the 3 ingredients for fraud. Opportunities arise when workplaces have inadequate controls, weak procedures or a lack of physical safeguards.

You can support the actions to combat fraud by minimising such opportunities; ensuring your work area has robust procedures and remaining vigilant for the signs and indicators of fraud.

Behavioural Indicators

A number of signs or indicators exist that may help in recognising potential fraud. Although these alone should not be taken as evidence of fraud, the most common behavioural fraud indicators include:

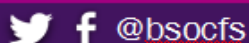
- a reluctance to take holidays or time off
- being overly secretive about their work
- a sudden change of lifestyle / social life
- apparent stress without identifiable pressure
- showing aggression/defensiveness when challenged and/or acting in a controlling manner towards colleagues.

HOW CAN YOU CONTRIBUTE TO THE FIGHT AGAINST FRAUD?

- Display our [poster](#) in your workplace. Print and share this newsletter.
- Contact your [Fraud Liaison Officer](#) and arrange a discussion in a team meeting focussed on ways to reduce opportunities for fraud. Remember to discuss your Organisation's [Fraud Policy](#), [Fraud Response Plan](#), [Whistleblowing Policy](#) and [Anti-Bribery Policy](#).
- Keep up-to-date on counter-fraud issues by regularly visiting the [CFS website](#), or find us on [Facebook](#) and [Twitter](#).
- Become an advocate for proper recordkeeping, robust controls, processes and policies and offer suggestions on how to improve those controls, thus reducing the opportunities for fraud.
- Stay vigilant for the signs and indicators of fraud and highlight any concerns through the appropriate channels.
- Remember the slogan: **[RECOGNISE IT: REPORT IT: STOP IT!](#)**

DOING NOTHING IS NOT AN OPTION!

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CFS Fraud Prevention Work

Across all walks of life, opportunities exist for fraud when internal controls are poor or inadequate, physical safeguards are absent, or strong controls are not followed. CFS has worked with Clients to develop Best Practice guidelines, to help minimise the fraud risk and improve the identification of and action to reduce fraudulent practices.

CFS has investigated cases where staff rotas were routinely changed by the staff without discussion or authorisation from managers, claim forms were authorised by managers without any evidence of checks for accuracy and petty cash funds were released based on false or incomplete documentation – or no documentation at all.

Authorising Managers are the gateway into the payment system and carry the responsibility for the protection of public funds by ensuring that claims are accurate, appropriate and auditable.

CFS worked with Clients to develop a bespoke training programme to address these issues and this has been adapted for International Fraud Awareness Week workshops. See below for event details.

If you have identified weaknesses in your processes you should liaise with your organisation's Policies Team. CFS are always available to provide advice and guidance and should your organisation wish to engage with CFS to help improve processes, or to arrange a workshop please contact CFS on 028 95 363 852.

fraudworkshops

During International Fraud Awareness Week we'll be delivering a series of 'Managing the Fraud Risk' Workshops for our client organisations. These Workshops are suitable for all HSC managers and are facilitated by experienced counter fraud specialists who can provide rich content for the delivery of the subject.



Belfast Health and Social Care Trust
Royal Victoria Hospital



Western Health and Social Care Trust
Altnagelvin Area Hospital | Omagh PCC



Southern Health and Social Care Trust
Daisy Hill Hospital | Craigavon Area Hospital



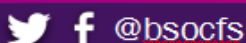
South Eastern Health and Social Care Trust
Ulster Hospital | Downe Hospital



Northern Health and Social Care Trust
Causeway Hospital | Braid Valley Hospital

Look out for additional
upcoming events in
your Organisation.

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CFS Outcomes:



67% of CFS investigations referred to Police over the last 3 years resulted in criminal conviction/sanction.

A selection of our cases follows:

A trip to jail for service user who claimed £9k in false travel claims.

A service user was handed a 4-month prison sentence after being found guilty of fraud by false representation.

CFS identified that over 2-year period, the subject abused the Hospital Travel Cost Scheme, submitting around 250 fraudulent claims for journeys supported by fictitious receipts from a taxi firm.

Widower claimed Widow's Widows Pension!

A man was convicted placed on probation for 18 months after his fraud came to light in a National Fraud Initiative exercise.

The subsequent CFS investigation uncovered that the offender's wife was in receipt of a widow's pension following the death of her previous husband. After she passed away, the offender forged her signature to continue to claim the money.



CFS investigations are also used in Civil Recovery/Financial Abuse cases. One such case example follows:

Care Home Residents recover losses following CFS Investigation.

£67,000 was recovered from a Care Home owner following CFS investigation into suspected financial abuse of residents' funds.

Following referral, CFS examined the Home's records and identified irregularities totalling £67,000. The monies were recovered by the Trust and repaid to 8 residents.



CFS investigations can be used in Professional / Internal Disciplinary cases. An example of these cases

follows:

Ten-fold increase in Overtime triggers enquiry.

A professional member of HSC staff saw an opportunity to exploit poor management controls in shift rostering and altered completed rosters to support false claims for overtime. In all, over 300 hours of normal working time were claimed as overtime. The issue came to light when a Finance Officer identified the spike in the overtime claims. The employee was challenged, repaid the loss but was disciplined, demoted and referred to the appropriate Professional body on

A Message from Assistant Director CFS

CFS is pleased to support International Fraud Awareness Week; an opportunity to reinforce our message that fraud diminishes resources for patient care.

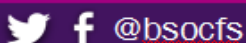
This week, along with other promotional activities across HSC, we are delivering Fraud Workshops: *Managing the Fraud Risk* for managers, and highlighting all staff's responsibility to recognise and report fraud.

Preventing/detecting fraud is undoubtedly a challenge, but I hope that by increasing staff awareness & understanding of the issue, highlighting its harmful impact and mechanisms for reporting concerns, we can each contribute to help reduce this unacceptable drain on the HSC budget.

Remember, it's your health service too; we all use it and pay for it, so let's work together to protect its valuable resources.

Donna Scott
Assistant Director

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Fraud Liaison Officers

Organisation	Fraud Liaison Officer	Email & Telephone Contact No.
Belfast HSC Trust	Nicola Williams	nicola.williams@belfasttrust.hscni.net 028 9504 5349
Northern HSC Trust	David McIlwaine	david.mcilwaine@northerntrust.hscni.net 028 2563 5333 Ext 347148
Southern HSC Trust	Fiona Jones	fiona.jones@southerntrust.hscni.net 028 3756 0243
South Eastern HSC Trust	June McCluskey	june.mccluskey@setrust.hscni.net 028 9151 2040
Western HSC Trust	Mary Coyle / Carmel Devlin	mary.coyle@westerntrust.hscni.net 028 7186 5282
NI Ambulance Service Trust	Andrew Phillips	andrew.phillips@nias.hscni.net 028 9040 0766
Health and Social Care Board	Jane Davidson	jane.davidson@hscni.net 028 9536 3186
Business Services Organisation	Simon McGrattan	simon.mcgrattan@hscni.net 028 9536 3835
NI Blood Transfusion Service	Glenn Bell	Glenn.bell@nibts.hscni.net 028 9053 4618
NI Fire and Rescue Service	Deborah Reynolds	deborah.reynolds@nifrs.org 028 9266 4221 Ext 2415
NI Guardian Ad Litem Agency	Sean Brown	Sean.brown@nigala.hscni.net 028 9536 1707
NI Medical and Dental Training Agency	Paula Black	paula.black@hscni.net 028 9040 0003
NI Practice and Education Council	Janet Hall	janet.hall@nipec.hscni.net 028 9536 1178
NI Social Care Council	Sandra Stranaghan	sandra.stranaghan@niscc.hscni.net 028 9536 2947
Patient and Client Council	Karen Cheyne	karen.cheyne@hscni.net 028 9536 1706
Public Health Agency	Jane Davidson	jane.davidson@hscni.net 028 9536 3386
Regulation Quality and Improvement Authority	David Silcock	David.Silcock@rqia.org.uk 028 9536 1851

FRAUD IS WRONG SO DO THE RIGHT THING.

HSC Business Services
Organisation

Counter Fraud Services

RECOGNISE IT. REPORT IT.



Julie claimed **travel expenses** for journeys that weren't work related.

Steve claimed **overtime** for hours he didn't actually work.

Do you know someone?

Patricia claimed HSC **sick pay** but was working elsewhere.

Tom gave **false information** to get a job he wasn't qualified for.

If you suspect fraud against Health and Social Care in Northern Ireland you can report your concerns in confidence to the HSC Fraud Reporting Line or online.

DOING NOTHING IS NOT AN OPTION

0800 096 33 96
www.cfs.hscni.net

Together we can stamp out fraud.