

Counter Fraud Factsheet

Travel and Expenses Fraud



What is it?

The manipulation or complete fabrication of travel expense claims by a member of staff or eligible service user to claim payment for mileage, parking, subsistence or other expenses that were not incurred.

Case Example

A former hospital Doctor was struck-off by the General Medical Council (GMC) after falsely claiming £2,450 for relocation and removal expenses from the NHS. Staff at the hospital were suspicious of the claim and referred the matter to the local Counter Fraud team.

The investigation identified the claim to be false as the removals company the Doctor claimed to have paid did not actually exist. The Doctor was dismissed from the hospital and she and her husband were subsequently issued with Police cautions after they admitted falsifying the claim and supporting evidence.

The GMC panel described the Doctor's actions as, "a pre-planned act of deception for her own financial gain" and found that the receipt of a Police caution was, "a serious breach of the standards expected of a Doctor". The panel therefore concluded that her fitness to practice was impaired and she was struck off the professional register.

How to prevent this type of fraud

- Organisations should ensure relevant policies and procedures are communicated to all staff.
- Claim forms should only be approved by a designated authorising officer.
- Authorised claim forms should not be returned to a member of staff to submit for payment.
- Authorised signatory lists should be kept up to date.
- Effective supervisory and monitoring controls, including random spot checks, should be in place.
- Managers should conduct regular audits of expense reports, ensuring that proper documentation exists to support expense claims.