

## THE ROLE OF CFS

CFS provide a comprehensive counter fraud service through the prevention, detection and investigation of fraud and other financial irregularities against Health and Social Care (HSC), Northern Ireland.

Working in partnership with Health and Social Care organisations and other key stakeholders, including the Department of Health, we endeavour to build and promote a culture where every member of staff accepts that fraud is wrong and everyone knows the actions to take where fraud is suspected.

CFS will investigate cases of suspected fraud in co-operation with the relevant HSC body and other law enforcement agencies, such as the Police, to bring the matter to a successful conclusion.

This action can include gathering evidence to support a criminal case, commencement of disciplinary action against an employee by the victim HSC organisation or financial recovery.

## REPORT HSC FRAUD

If you have a concern about fraud within or against Health and Social Care please call the HSC Fraud Reporting Line on

**0800 096 33 96**

or report online at

**cfs.hscni.net**

Counter Fraud Services  
Business Services Organisation  
2 Franklin Street  
Belfast  
BT2 8DQ

Tel : 028 9536 3839  
Email : [cfs@hscni.net](mailto:cfs@hscni.net)  
Website : [cfs.hscni.net](http://cfs.hscni.net)

 Follow Us @bsocfs

**Together we can stop HSC fraud.**

Any request for this document in another format or language will be considered.

**Play your part  
and help protect  
health service  
resources from  
fraud.**



**REPORT HSC FRAUD  
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cfs.hscni.net**



## WHAT IS HEALTH SERVICE FRAUD?

Fraud against Health and Social Care (HSC) can take many forms and can cover a wide range of offences including fraud, theft, corruption, bribery, forgery or any other dishonest act committed by an individual or group of individuals to obtain a financial gain.

Fraud is a criminal offence and those found guilty can face penalties ranging from the recovery of monies obtained, to loss of employment, and in some cases a criminal record which may include a prison sentence.

While those who commit fraud against the HSC are a small minority, their actions have a serious impact on us all.

Any money lost to fraud undermines the ability to provide many necessary services, potentially leading to longer waiting lists and fewer staff to support patient care.

Recognising and reporting fraud is therefore essential in maximising HSC resources and every member of staff has a responsibility to report any suspicion of fraud that affects health and social care services.

## EXAMPLES OF HEALTH SERVICE FRAUD

### STAFF FRAUD

- Claiming payment for hours not worked
- Claiming payment for travel and other expenses not incurred
- Unauthorised use of HSC resources
- Working elsewhere while off sick
- Timesheet abuse

### PATIENT FRAUD

- Claiming free HS treatment when not entitled to exemption from charges
- Claiming reimbursement for travel expenses not incurred

### SUPPLIER FRAUD

- Submitting false invoices for goods or services not delivered
- Offering staff a personal incentive to secure a contract

### CONTRACTOR FRAUD

- Claiming payment for treatments or services not provided.

## HOW TO REPORT A SUSPECTED FRAUD

If you have a concern or suspect that fraud is taking place you should report the matter to your line manager/supervisor or to your organisation's Fraud Liaison Officer.

You can also report your suspicions directly to the Business Services Organisation's counter fraud team by calling the HSC Fraud Reporting Line on **0800 096 33 96** or by sending a report at **[www.cfs.hscni.net](http://www.cfs.hscni.net)**.

## FURTHER INFORMATION

### Fraud Policy and Response Plan

Sets out your organisation's zero tolerance approach to fraud and the responsibilities of staff, including the procedures that must be followed where fraud is suspected.

### Raising Concerns At Work

Explains how staff can raise workplace concerns, including suspicions of fraud, the process to follow and how disclosures and whistleblowers can be protected.

To find out more about HSC fraud

