

INTERNATIONAL FRAUD AWARENESS WEEK

15—21 NOVEMBER 2020

International Fraud Awareness Week (IFAW) is an opportunity for anti-fraud professionals and communities around the World to come together to look at how far reaching the effects of fraud can be.

An estimated £1.2 billion is fraudulently taken each year from our NHS. What does this mean in real terms:

- Welsh Air Ambulance costs an estimated £6m per year to run
- A stay in a hospital bed costs £400 a day
- The average cost of giving birth in a hospital is £1,600



How you can help

To support our awareness raising during this event we've packed these pages with plenty of materials you can use to be a fraud fighter.

We've got information on types of fraud we see most often with videos to watch.

Banners you can put on email signatures to spread the message about fraud in the NHS.

You can have a go at our ethical dilemmas and see what you would do in fraud situations.

It's a bumper pack of fraud awareness materials to help us combat fraud in the NHS

The contact details for the Counter Fraud Team are on the last page if you have any concerns or questions, just get in touch

Swansea Bay University Health Board will be taking part in International Fraud Awareness Week (IFAW) by raising awareness of fraud committed against the NHS.

IFAW will take place from 15 November to 21 November, celebrating counter fraud work and raising fraud awareness across all sectors. Swansea Bay University Health Board will be participating in the week, joining the NHS Counter Fraud Authority's (NHSCFA) national campaign that will raise awareness of fraud, bribery and corruption committed against the NHS and wider health service.

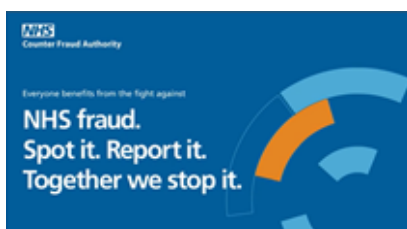
Fraud costs the NHS an estimated £1.27 billion a year – that is equivalent to over 56,000 junior doctors or over 40,000 staff nurses. Fraud is committed by a wide range of people, from NHS staff and the general public, to suppliers. Although fraud is committed by a small minority of people, it has a big impact on NHS resources and patient care. Raising awareness of its impact and the ways to mitigate the risk of fraud is essential in reducing fraud affecting the NHS.

Did you know?

Capt. Tom walked 1.55 miles to raise £32,794,501—in order to raise £1.2 billion lost to fraud every year he would have needed to walk 56.85 miles!

£1.2 billion would fund:-

- 408,000 hospital beds each and every year.
- 418,179 Band 5 ITU nurses on £24,907.
- the building of approximately three new hospitals at a cost of £360 million each.



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TYPES OF NHS FRAUD

What is Fraud?

Fraud is a criminal activity defined as "abuse of position, false representation or prejudicing someone's rights in order to make a gain, cause a loss or the risk of a loss". The short video highlights the cost of fraud



Working when sick

We are lucky enough to be paid in full whilst off sick from our NHS jobs. Most people, particularly in the private sector, don't get that protection when they unfortunately fall ill instead relying on Statutory Sick Pay only. Some people choose to abuse that though and will work elsewhere whilst getting their sick pay from the NHS. The short video below explains how this fraud is committed



Payroll Fraud

Payroll fraud covers things like false expense claims, timesheet fraud, non-completion of contracted hours or even retaining overpaid salary. It may seem like a few miles or hours here or there but this adds up quickly to result in a big loss to NHS funds that could be used for frontline care. This video describes how people abuse their timesheets and expenses for personal gain



Procurement Fraud

This is the deliberate deception intended to influence any stage of the procure-to pay lifecycle in order to make a financial gain or cause a loss. It can be perpetrated by contractors or sub-contractors external to the organisation, as well as staff within the organisation



Mandate Fraud

Also known as Creditor Fraud, Payment Diversion Fraud and Supplier Account Takeover Fraud. This type of fraud involves the changing of account details for supplier or customer accounts in order to gain control of an account and benefit from unauthorised payments



Investment Fraud

This is the illegal sale or purported sale of financial instruments. Investment fraud schemes are characterised by offers of low – or no-risk investments, guaranteed returns, overly-consistent returns, complex strategies or unregistered securities



POSTERS

Welsh and English versions of counter fraud posters are attached for use around the workplace, containing the contact details for the Health Board's Local Counter Fraud Specialists - click on a poster to get a printable one for your office



Cymraeg



English



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Ethical Dilemma — What would you do in these situations?

Ethical Dilemma 1

It is 3rd of the month and you are completing your time sheet before the cut-off date for payment on 6th of the month. You are due to work a shift on 5th of the month and know that if you submit the time sheet on the 5th, after your shift, it won't reach payroll before the cut off on 6th; meaning you will have to wait a month until you get paid.

Answer

Ethical Dilemma 2

During the Covid-19 pandemic a large number of deliveries are incoming and there results in a pile of, in excess of, 200 wooden pallets. You would like to take some home to use in your garden.

Answer

Ethical Dilemma 3

You are not feeling well and visit your GP, who provides you with a sick note preventing you from working. You are also a member of a band and have a gig booked into the diary during the period you are on sick leave. You will not receive payment for the gig.

Answer

Fraud Awareness Training Virtual Training Available via Teams

One of the key aims of an LCFS is to develop an anti-fraud culture within the Health Board and ensure that staff can spot fraud when it occurs so something can be done about it.

Training can be tailored to the fraud risks for your specific work area and can be delivered at a time and place that suits you and your team.

Contact the LCFS to arrange your fraud training:

Tel: 01792 517872 **Email:** zoe.whetton@wales.nhs.uk

Ethical Dilemma 4

You receive your monthly salary and notice that it is more than you normally get paid and you have not worked any extra hours.

Answer

Ethical Dilemma 5

You are the manager of a department that is currently going through a recruitment process for a new team member. Recruitment contact you and inform you of an "appointment concern". The candidate that has been selected and provided a conditional offer of employment cannot evidence two of the essential qualifications for the role but states that they do hold them. You are asked to confirm how you want to proceed

Answer

Ethical Dilemma 6

You are employed in a role that enables you to write up patient prescriptions. A family member tells you that they are in pain and cannot get an appointment with their GP for another 2 weeks, and they no longer have any of their prescribed medication left.

Answer

Ethical Dilemma 7

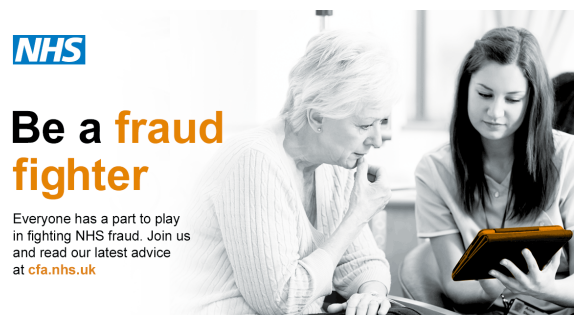
You work in finance and are responsible for fulfilling invoice payments to suppliers and contractors. It's late on a Friday afternoon and you open an email from a supplier with an invoice attached and a request for their bank details to be updated as they have changed banker. The invoice is marked for urgent payment, and it's after business closing hours.

Answer

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BANNERS

The NHS Counter Fraud Authority has provided a number of banners for use during International Fraud Awareness Week. Pick one, click the one like and add to your e-mail signature.



THE COUNTER FRAUD TEAM

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