

# Counter Fraud Services end of year report 2016-17.

## Prevention

### Fraud awareness

**We delivered cybercrime and anti-bribery and corruption presentations and workshops, to help raise staff awareness of the risks and impact of fraud.**

The cybercrime workshop explained the value of health related data to hackers and insiders, outlined how best to protect data, and highlighted the organisational threat and impact of 'social engineering' by fraudsters.

Anti-bribery and corruption sessions were delivered to health board staff and partners, identified as working in areas assessed to be at most risk from the threat of bribery and corruption.

### Counter fraud assessment tool

An assessment tool was distributed to all health boards to assist them make a high level, balanced assessment of their exposure to the risk posed by financial crime, and to develop a time bound improvement plan for recording, managing, and addressing any areas of unacceptable risk exposure.

### Fraud prevention project - Operation SAVA

**Operation SAVA focussed on reducing fraudulent or erroneous dental patient claims under the NHS Tax Credit exemption category, in the NHS Forth Valley area. Subsequent campaign evaluation, comparing like-for-like data from a previous period, established that there had been a 43% reduction in the estimated fraud or error figure.**



The operation received national recognition in the UK Government Counter Fraud Awards 2016, organised and hosted by the Cabinet Office, National Crime Agency (NCA), and the CIPFA Counter Fraud Centre, winning the 'Excellence in Fraud Prevention' category award.

### International Fraud Awareness Week

**In November we supported International Fraud Awareness Week, a campaign to promote anti-fraud awareness and education initiatives.**

During the designated week, in partnership with NHS Greater Glasgow and Clyde, staff fraud awareness sessions were undertaken at hospitals in Glasgow and Paisley, during which we engaged with over 500 employees, each of whom completed a survey to assess their levels of fraud awareness.

Health Boards were provided with support communication materials to promote the campaign within their own areas.



November 13-19, 2016



## eLearning

Our ongoing effort to highlight the types and impact of financial crime to employees working within the public sector resulted in the launch of a new eLearning module.

Hosted on the LearnPro platform, the module reflects the broader scope of counter fraud work we now undertake, also highlighting the personal impact fraud can have on staff, their friends and family who may become victims of scams.

## Detection



Recovery of £360,475.

40,741 dental and ophthalmic patient exemption checks.

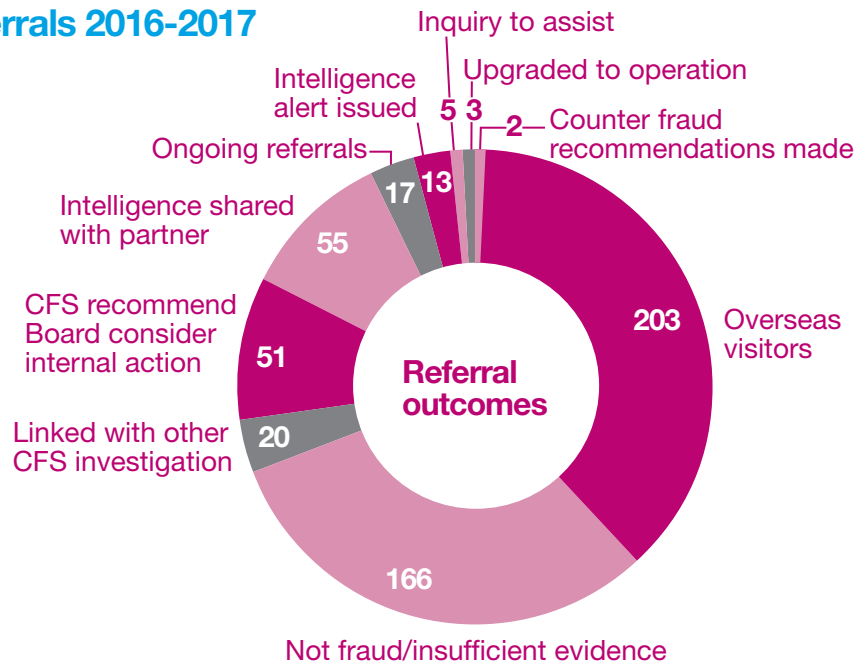
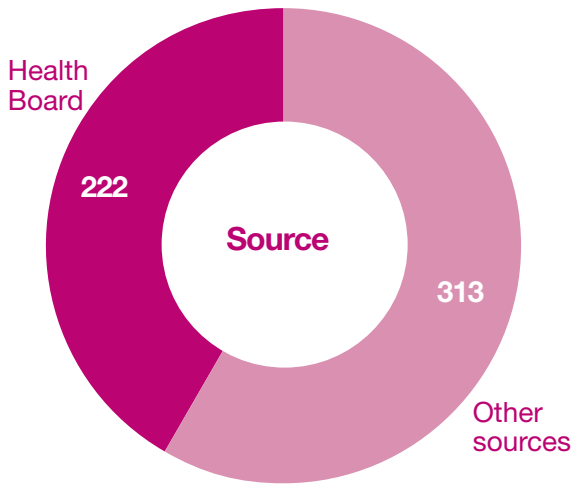


Estimated reduction £3.52m.

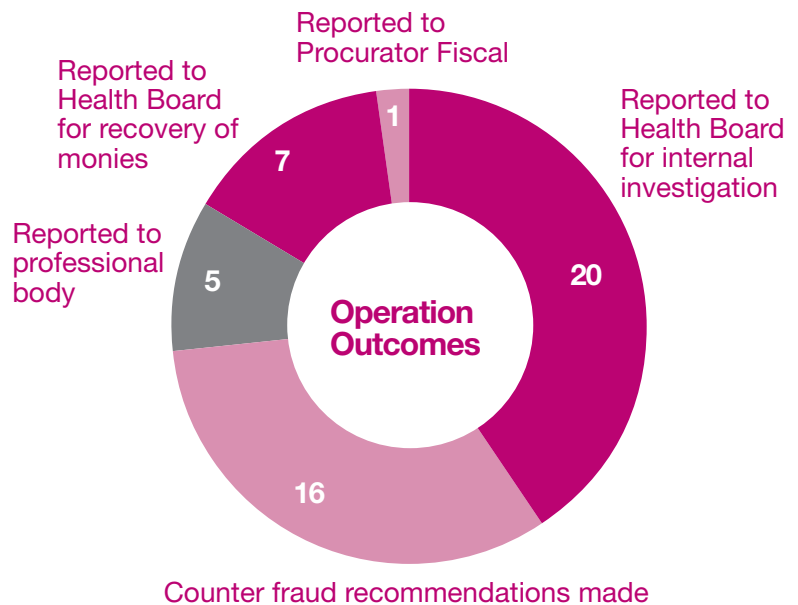
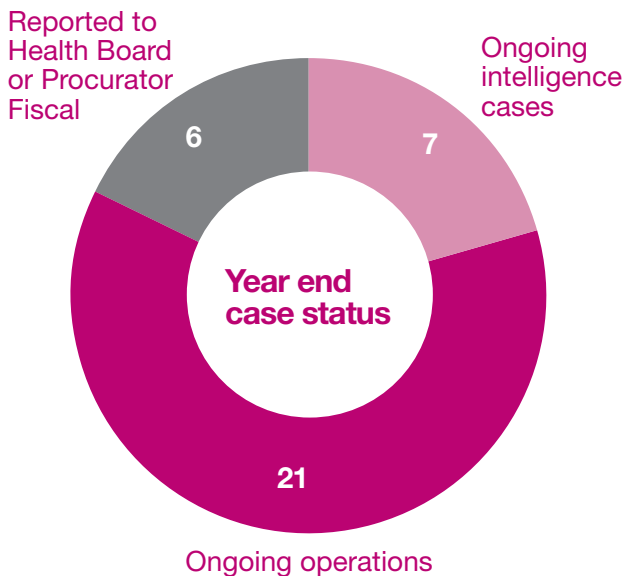
## Investigation



### New referrals 2016-2017



### Investigations 2016-2017



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