



**PWYLLGOR ARCHWILIO A SICRWYDD RISG  
AUDIT AND RISK ASSURANCE COMMITTEE**

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	15 October 2024
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Counter Fraud Update
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Huw Thomas, Director of Finance
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Ben Rees, Head of Counter Fraud

<b>Pwrpas yr Adroddiad (dewiswch fel yn addas) Purpose of the Report (select as appropriate)</b>
Er Gwybodaeth/For Information

<b>ADRODDIAD SCAA SBAR REPORT</b>
<b><u>Sefyllfa / Situation</u></b>
<p>This report provides to the Audit and Risk Assurance Committee an update on the Counter Fraud work completed within Hywel Dda University Health Board (HDdUHB). This ensures compliance with the Welsh Government Directives for Countering Fraud in the NHS and the NHS Counter Fraud Authority Requirements of the Government Functional Standard GovS 013: Counter Fraud.</p> <p>The report will present a breakdown as to how resource has been used within Counter Fraud, alongside an overview of key work areas completed against the 4 NHS Counter Fraud Authority standard areas.</p>
<b><u>Cefndir / Background</u></b>
<p>Main Report: To evidence the provision of services within a sound governance framework.</p>
<b><u>Asesiad / Assessment</u></b>
<p>Main Report: The Health Board is compliant with the Welsh Government Directives.</p>
<b><u>Argymhelliad / Recommendation</u></b>
<p>The Audit and Risk Assurance Committee is invited to receive for information the Counter Fraud Update Report and appended items.</p>

<b>Amcanion: (rhaid cwblhau) Objectives: (must be completed)</b>	
<b>Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:</b>	3.2 In particular, the Committee will review the adequacy of:

	3.2.4 the policies and procedures for all work related to fraud and corruption as set out in National Assembly for Wales Directions and as required by the Counter Fraud and Security Management Service.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not applicable.
Parthau Ansawdd: Domains of Quality <a href="#">Quality and Engagement Act (sharepoint.com)</a>	3. Effective 4. Efficient
Galluogwyr Ansawdd: Enablers of Quality: <a href="#">Quality and Engagement Act (sharepoint.com)</a>	4. Learning, improvement and research
Amcanion Strategol y BIP: UHB Strategic Objectives:	3. Striving to deliver and develop excellent services 6. Sustainable use of resources
Amcanion Cynllunio Planning Objectives	Not Applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022</a>	10. Not Applicable

### Gwybodaeth Ychwanegol: Further Information:

Ar sail tystiolaeth: Evidence Base:	Counter Fraud Workplan 2023/24
Rhestr Termiau: Glossary of Terms:	LCFS – Local Counter Fraud Specialist/s CF – Counter Fraud CFS Wales – Counter Fraud Services Wales NHS CFA – NHS Counter Fraud Authority NWSSP – NHS Wales Shared Services Partnership LPE – Local Proactive Exercise FRA – Fraud Risk Assessment
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Archwilio a Sicrwydd Risg Parties / Committees consulted prior to Audit and Risk Assurance Committee:	Not applicable.

<b>Effaith: (rhaid cwblhau)</b> <b>Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian:</b> <b>Financial / Service:</b>	Not applicable.
<b>Ansawdd / Gofal Claf:</b> <b>Quality / Patient Care:</b>	Not applicable.
<b>Gweithlu:</b> <b>Workforce:</b>	Not applicable.
<b>Risg:</b> <b>Risk:</b>	Not applicable.
<b>Cyfreithiol:</b> <b>Legal:</b>	Not applicable.
<b>Enw Da:</b> <b>Reputational:</b>	Not applicable.
<b>Gyfrinachedd:</b> <b>Privacy:</b>	Not applicable.
<b>Cydraddoldeb:</b> <b>Equality:</b>	Not applicable.



## **HYWEL DDA UNIVERSITY HEALTH BOARD**

### **COUNTER FRAUD UPDATE**

**For Presentation 15 October 2024**

The NHS Protect Standards are set in four generic areas:

- Strategic Governance
- Inform and Involve
- Prevent and Deter
- Hold to Account

AREA OF ACTIVITY	Resource Allocated (days) 2023/24	Resource Used (days) as at 30/09/2024	Resource Used (Percentage as at 30/09/2024)
STRATEGIC GOVERNANCE	40	20	50%
INFORM AND INVOLVE	85	41	48%
PREVENT AND DETER	120	58	48%
HOLD TO ACCOUNT	175	88	50%
<b>TOTAL</b>	<b>420</b>	<b>207</b>	<b>49%</b>

Work Area	<i>Summary of work areas completed</i>
<b>Inform and involve</b>	<ul style="list-style-type: none"> <li>• All new inductees have completed the Health Board’s induction programme and the Counter Fraud mandatory training programme. A new, All Wales Counter Fraud E-learning package has been created and is in operation.</li> <li>• Counter Fraud content on the Health Board’s Medicines Safety learning days has again been delivered to Nurses by way of one presentation.</li> <li>• In addition to the above, Counter Fraud Presentations have been delivered to both Overseas Doctors and Nurses.</li> <li>• Several alerts associated with emerging risks have been communicated to key stakeholders, these include alerts associated with lost or stolen prescriptions from neighbouring health board areas, cyber enabled fraud associated with compromised IT accounts of known contractors, risks associated with recruitment related fraud and notable court results involving ongoing cases.</li> </ul>
<b>Prevent and deter</b>	<ul style="list-style-type: none"> <li>• As previously reported in August 2024, in response to identified risks, the Local Counter Fraud Department have undertaken an exercise linked to Salary Deduction Lease Vehicles provided by Knowles Fleet Solutions. Recommendations reported have been actioned, with the following noted: The report and risks were shared with a newly created task and finish group, which consists of the risk owner, the Transport unit, Finance representative and the contractor. All recommendations were accepted, and immediate actions implemented to address the issues raised, which include, a reminder to all staff (via finance and the contractor) of the need to record mileage data associated with mileage generated because of workplace activities on the HB’s electronic expenses system. This information will then be shared with the contractor in line with the current contract and data sharing agreement (agreed to be commenced with immediate effect). This will allow for a reconciliation of the mileage undertaken by staff against</li> </ul>

	<p>what was estimated when the contract for a salary deduction vehicle was entered into and any required financial adjustments made, reducing the risk of financial loss to the Health Board.</p> <ul style="list-style-type: none"> <li>• As a result of the recent Local Proactive Exercise into procurement processes, Counter Fraud, in partnership with procurement, have reviewed: <ol style="list-style-type: none"> <li>1. 10 SFI breaches linked to ongoing contracts / requisitions.</li> <li>2. 6 contracts from a contract due diligence / contract management perspective.</li> <li>3. 10 examples of No PO No Pay non-compliance.</li> <li>4. The current Construction Framework being utilised by the estates department. Please note, further work will be undertaken in this area in the 2024/25 work plan.</li> </ol> </li> </ul> <p>Feedback on this exercise will be provided to the committee following the submission of relevant data to the Counter Fraud Authority. Please note that where a breach or noncompliance has been identified, immediate action has been undertaken to resolve, by way of engaging with the service and where applicable contractor to ensure that processes are understood, and actions undertaken to ensure future compliance.</p>
<p><b>Hold to Account</b></p>	<ul style="list-style-type: none"> <li>• Several new referrals have been received into the department over the last two months, with significant work being undertaken around these. These are noted within a separate report, for discussion during the closed In-Committee session.</li> </ul>
<p><b>Strategic Governance</b></p>	<ul style="list-style-type: none"> <li>• Quarterly statistics have been submitted to Counter Fraud Service (CFS) Wales and in compliance with WG directions. CFS Wales are yet to release their Q2 report.</li> <li>• The LCFS attended a quarterly PPV meeting, during which issues relating to current error trends were raised and discussed, with a view to identifying potential risk areas. These meetings will continue throughout the year.</li> </ul>

**Report Provided by:**  
**Ben Rees - Lead Local Counter Fraud Specialist**  
For presentation; 15 October 2024

**Report agreed by:**  
**Huw Thomas**  
**Director of Finance**