



Counter Fraud and  
Security Management Service

# Countering Fraud in the NHS

*The NHS  
Counter Fraud Charter  
with UNISON*



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## *The NHS Counter Fraud Charter*

1. The NHS aims to provide prompt high quality treatment and care when and where it is needed. All those working for the NHS are committed to ensuring its resources are used appropriately and efficiently to this end and it follows that any misuse of resources must be identified and stopped.
2. Everyone working in the NHS, as well as those using its services, has a legal and moral duty to counter fraud and corruption. Such activities are indefensible and threaten to undermine the mutual trust and confidence, which should permeate all working relationships.
3. The Counter Fraud and Security Management Service (CFSMS), created in 2003 is responsible for all work to counter fraud and corruption in the NHS. It expects everyone working in the NHS to work with it in its efforts to deal with fraud and corruption.

### **Aims**

4. The joint aims of the CFSMS and UNISON, as signatories to this Charter, are:
  - to reduce fraud and corruption to an absolute minimum within the shortest possible time
  - to free up resources for the best possible patient care and
  - to maximise the confidence that the public has in NHS staff.

### **Commitments**

5. In fulfilling these aims, the CFSMS will work with UNISON to fulfil the following commitments. In particular, it will be working jointly and in consultation with the organisations who have 'signed up' to this Charter to:
  - I. develop a real anti-fraud culture in the NHS where fraud is regarded by everyone as unacceptable and where everyone understands the role they can play in eliminating it

- II. ensure that fraud and corruption is measured accurately throughout the NHS
- III. clarify the crucial distinction between deliberate fraud and unintentional error, removing wherever possible any confusion or ambiguity
- IV. revise policies, procedures and systems, so as to minimise any risk of fraud and corruption being perpetrated and to ensure that, where necessary, they clearly distinguish between deliberate fraud and unintentional error
- V. support the establishment of arrangements to maximise transparency and minimise conflicts of interest
- VI. The CFSMS will ensure, through compliance with suitable guidance, that all cases of suspected fraud or corruption are examined in a fair, objective, expert and professional way, to determine the truth or otherwise of the suspicion, and that where fraud is proved appropriate sanctions are applied.
- VII. In recognition of the reality that it is only through access to information that the truth or otherwise of a suspicion of fraud can be determined, the CFSMS and UNISON will work together to jointly attempt to overcome problems in accessing information where appropriate and in the greater interest of countering fraud
- VIII. While recognising a general role of UNISON is to defend its members, the signatories to this Charter are committed to supporting the consistent application of appropriate sanctions where fraud is proven
- IX. Both the CFSMS and UNISON will work together to ensure that this Counter Fraud Charter is effective

The signatories to this document have agreed to distribute this document widely throughout the NHS.

Signed  
Mr Jim Gee  
Chief Executive of  
the CFSMS

Signed  
Karen Jennings  
Head of Health  
at UNISON

Signed  
Mr Bill Darling  
Chairman of  
the CFSMS