

Local Counter Fraud Manager

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I manage and deliver the counter fraud service functions for WAST. The Local Counter Fraud Specialists (LCFS) deliver this work and are accredited fraud professionals. No day is the same and the remit is far reaching and challenging, often dealing with sensitive and difficult situations.

The day to day duties of LCFS includes:

- developing an anti-fraud culture throughout the service
- raising awareness of fraud amongst staff working for the Trust
- providing fraud awareness training to staff groups
- preventing fraud by 'Fraud Proofing' policies and procedures
- investigation of fraud, bribery and corruption that impacts the service

Within my role, effective planning is needed to ensure there's a balanced delivery of counter fraud functions, and this doesn't just mean interviewing suspects and taking prosecutions, but a great deal of work is also done through our prevention and deterrence strand. This may include fraud prevention and awareness campaigns to improve fraud understanding, alongside being present throughout the whole trust on an all-Wales basis to provide suitable advice and education to all staff levels within the trust.

I thrive on the challenge of a new referral or investigation, and carefully apply my investigatory background skills into ensuring evidence is gathered appropriately, and that a case investigation runs as smoothly as possible, to ensure protection of the subject, the evidence and WAST as a service. I also enjoy the flexibility of the role and how new emerging fraud risks and trends may alter the work delivery, requiring an agile and fluid response ability by the trained investigators in the team. I find it fulfilling to deliver an effective counter fraud awareness session, whereby staff and colleagues were not previously aware of the service, or where they were unfamiliar to the fact that fraud within the NHS is a serious concern, accounting to over £1 billion worth of loss each year.

After graduating university with a geography degree, I started working in Local Authority Trading Standards whereby I gained legal qualifications in law and achieved diplomas in consumer protection. I worked there for 15 years, tackling widespread fraud. And in 2017 I started my role of Counter Fraud Manager within WAST, which deals with enforcement under similar legislation for fraud, but now instead of protecting the consumer, my role is to protect the NHS from fraud and corruption.

The NHS is fundamental and integral part of our lives within the UK, acting as the backbone of a solid and effective health service for which we are extremely lucky to have. Unfortunately, a very small minority exploit this, and I am proud and passionate to tackle those who abuse the service.