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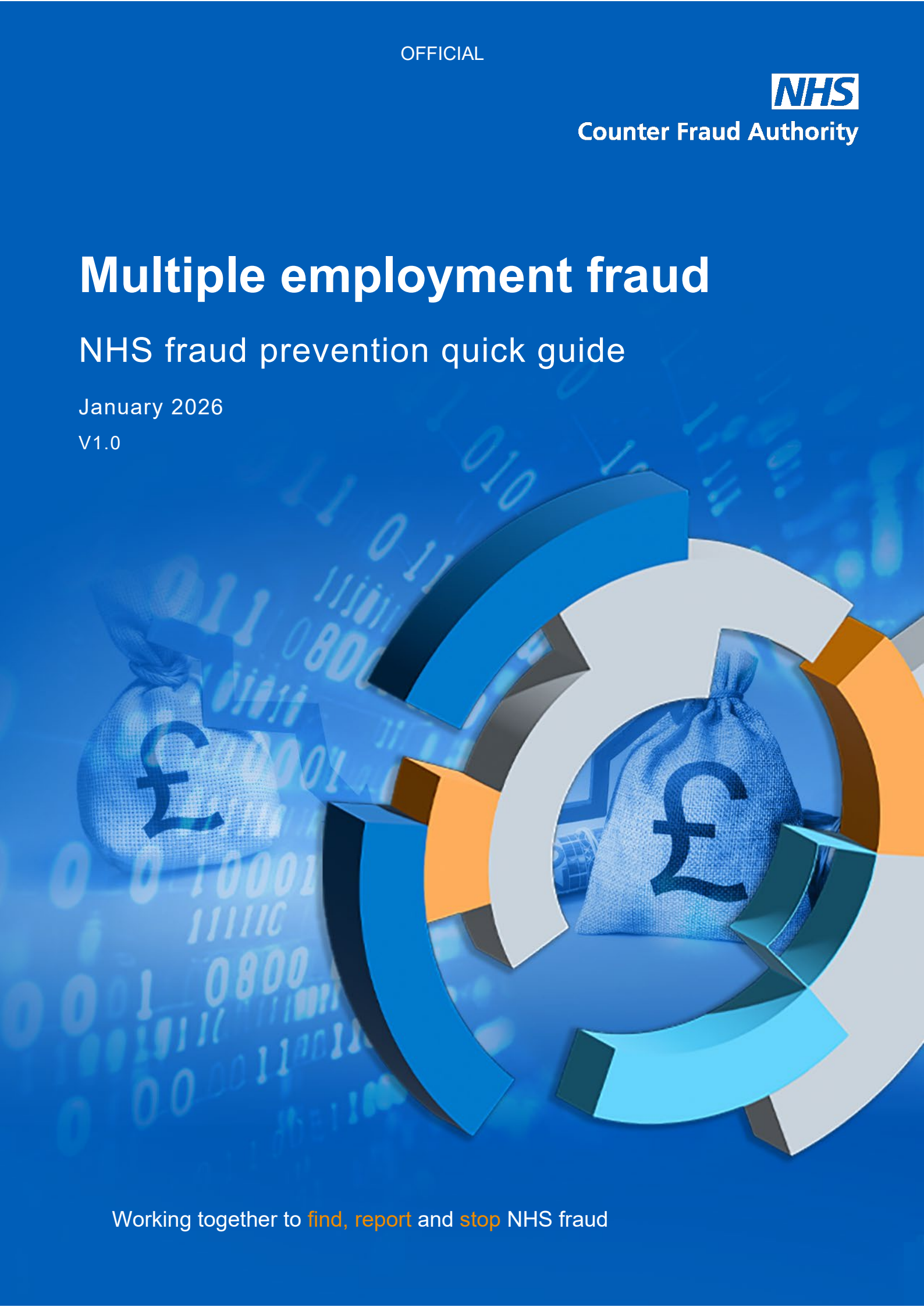
Counter Fraud Authority

Multiple employment fraud

NHS fraud prevention quick guide

January 2026

V1.0



Working together to **find**, **report** and **stop** NHS fraud

Multiple employment fraud

This quick guide looks at multiple employment fraud within the NHS. Multiple employment fraud is a form of staff fraud that may arise where an individual intentionally undertakes undisclosed or unmanaged additional employment alongside their NHS role, resulting in an inability to meet contractual requirements or working time regulations.

Following the pandemic, working practices changed globally and nationally with the introduction of remote working. Many in the NHS now work as hybrid workers, doing a combination of home and office or site based working a few days a week. Whilst these arrangements benefit and provide flexibility for the workforce it may also be vulnerable to fraud.

Multiple employment fraud is also referred to as dual working and can include:

- claiming full-time hours across multiple roles that overlap
- working in multiple roles simultaneously while being paid for the same period of time
- failure to disclose secondary employment to avoid scrutiny or conflict of interest
- using false or misleading information to secure additional roles
- breaching working time regulations.

NHSCFA reporting data highlights that undertaking undisclosed additional employment alongside their NHS role is a prominent issue within the staff fraud reports category. During the period April 2024 to December 2025, on average, 32.9% of all staff fraud cases reported each month relate to working elsewhere, indicating that nearly one in three fraud incidents involve individuals engaging in external employment or activities alongside their primary roles. This suggests that working elsewhere remains a persistent issue within the NHS, warranting ongoing attention and targeted preventative measures.

Who is this quick guide for?

This quick guide is designed to support staff, particularly managers and those working in Human Resource (HR) and workforce teams in recognising and responding to potential fraud risks and financial losses associated with individuals holding multiple roles.

Note: The information in this guide covers where there is an *intent* to defraud. It does not apply to circumstances where the employee has declared secondary employment or have approval from their employer to undertake alternative duties, for example, if they are medically unfit for their role but deemed fit for other as in the case of *Perry v Imperial College Healthcare NHS Trust* [2011] UKEAT 0473/10.

Risks of multiple employment fraud

Below are the key risks associated with this type of fraud:

- Employees may be unable to meet the requirements of their primary NHS role, leading to errors and compromised patient care.
- Working multiple roles can result in excessive hours, violating legal limits and increasing fatigue-related errors.
- Financial loss to the NHS due to paying employees who cannot deliver their contracted hours or quality work.
- Overwork can lead to burnout, stress, and higher sickness absence rates.
- Conflict of interest brought about by employees prioritising secondary roles over NHS duties.
- Reputational damage to the NHS.

How to spot multiple employment fraud

It is important for NHS managers to consider the risks of multiple employment fraud in the day-to-day management and supervision of their employees. Below are some key indicators to be aware of:

- **Unavailability during contracted hours** Employees who are frequently unreachable or absent during their scheduled working hours may be working elsewhere while still being paid by the NHS.
- **Lack of visibility** Employees consistently unavailable to attend in person meetings/events, failing to turn on cameras and unresponsive to calls.
- **Reduced performance** Employees who work excessive hours across multiple roles may show signs of reduced or poor performance. This not only raises concerns about fraud but also poses risks to patient safety and staff wellbeing.

- **Deliberate non-disclosure of secondary employment** Employees who avoid questions about other jobs or fail to declare additional roles may be attempting to conceal conflicting work commitments.

Note: Whilst the above points can indicate that someone may be dual working without permission, managers must take the appropriate steps to establish the facts, as these signs could also point to personal issues where the employee requires support.

How to reduce the risk of multiple employment fraud

The following preventative measures should be in place to reduce the risks of multiple employment fraud:

- Ensure safe recruitment practices are in place and adhere to [the six NHS Employment Check Standards guidance](#) and essential checks that must be carried out when recruiting your staff.
- Organisations should have a policy in place clearly communicating their expectations of employees, this should include the definition of core hours, agreed working patterns, expectations for attendance at the workplace and the expectation for staff to declare any other employment. Usually found in an organisations code of conduct or standards of business conduct. This policy should also include the consequences of working elsewhere during contracted hours.
- Procedures should be put in place to inform line managers of their duty to effectively monitor remote workers/temporary staffing.
- NHS organisations should empower their managers to feel confident to have conversations about unusual or poor performance with their staff.
- All contracts of employment should include reference to the requirement to declare any additional employment from the point of recruitment, supported by an annual declaration process.
- Raise awareness through the education/training of all line managers/supervisors on multiple employment fraud risks.
- Create a culture of transparency where staff are encouraged to speak openly about other employment and understand the importance of declaring additional roles.
- If using agency suppliers, regardless of whether they are on, or off, framework, seek reassurance from those suppliers regarding the recruitment checks they are carrying out on the temporary staff they are assigning to you.

How to report fraud

Report any suspicions of fraud to [NHS Counter Fraud Authority online](#) or through the NHS Fraud and Corruption Reporting Line **0800 028 4060** (powered by Crimestoppers). All reports are treated in confidence, and you have the option to report anonymously.

You can also report fraud to your Local Counter Fraud Specialist.

Why take action?

Proactive and effective staff management helps reduce the risks linked to secondary employment. When managers provide consistent oversight, have regular conversations with their teams, and set clear expectations, they are better able to identify potential conflicts of interest. This approach ensures staff are meeting their contractual obligations and allows concerns to be addressed early.

By putting these practices in place, the NHS can strengthen accountability, promote transparency, and better prevent or detect multiple employment fraud or misconduct arising from undeclared or unmanaged secondary employment.

Further information

- For further information visit the [NHSCFA website](#)
- Details of your Local Counter Fraud Specialist:

Organisation name:

Name:

Job Title:

Email:

Telephone:

Mobile:

Address:



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