



Force Disclosure Unit

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

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disclosure@wiltshire.pnn.police.uk

Date: 6th August 2021

Your ref: FOI

Our ref: FOI 2021 / 616

I write in connection with your request for information dated 26th July concerning loss of money frauds.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered and I am not obliged to supply the information you have requested.

You wrote:

1. How many reports of fraud and scams – where victims lost money - did you receive in the 12 months from 23rd March 2019 to 23rd March 2020?

2. How many reports of fraud and scams – where victims lost money - did you receive in the 12 months from 23rd March 2020 to 23rd March 2021?

The following six questions all relate to the reports of fraud and scams included in your answer to question 2 (those you received in the 12 months from 23rd March 2020 to 23rd March 2021):

3. Of the reports included in your answer to question 2 (those you received in the 12 months from 23rd March 2020 to 23rd March 2021), how many were actively investigated at any stage?

4. Of the reports included in your answer to question 2 (those you received in the 12 months from 23rd March 2020 to 23rd March 2021), how many have resulted in prosecution/s?

5. Of the reports included in your answer to question 2 (those you received in the 12 months from 23rd March 2020 to 23rd March 2021), how many have resulted in criminal conviction/s of those responsible?

6. Excluding those which have resulted in criminal conviction/s of those responsible, in how many of the cases included in your answer to question 2 (those of which you received reports in the 12 months from 23rd March 2020 to 23rd March 2021) have cases been closed?

7. Of the cases included in your answer to question 2 (those of which you received reports in the 12 months from 23rd March 2020 to 23rd March 2021), in how many are proceedings or investigations still active? (Including those being actively investigated, those awaiting trial and those where trials are in progress).



INVESTOR IN PEOPLE

8. Of the reports included in your answer to question 2 (those you received in the 12 months from 23rd March 2020 to 23rd March 2021), in how many cases was victims' money recovered from those responsible as a result of your investigations?

Our response:

The information you are requesting is not stored in a way that it is easily retrievable. Although there are multiple fraud crime codes, there are none for scam, whereby the information held in the said scam is held in the summary of the log as opposed to anything mandatorily input. This means we cannot accurately locate all the fraud and scam reports as it relies heavily on the circumstances of the case and the wording used. An example would be; Mr A has taken money out of the account of Mrs B using a false link and then spent the money on clothes. Although this is a scam/fraud case, it would not immediately be logged as one, as it would likely be initially logged as a theft. Thus, in order to accurately ascertain the information you have requested, we would have to manually interrogate thousands of logs.

Under the circumstances I am absolutely confident that to locate, retrieve and extract the information you seek would by far exceed the time obligations upon this authority to comply, and in so doing would exceed the fees limits. This is set at £450 calculated at a flat rate of £25 per hour for those work activities comprising of confirming the information is held, locating it, retrieving it and extracting it.

Normally under s.16, we would advise you to change / remedy your wording so that we can provide you with as much information as we can. However, due to the nature of the question set, we are unfortunately unable to do so. I do recommend contacting Action Fraud directly, as they have a record of all fraud referrals made from forces and the public. They should be able to provide you with accurate information.

Section 17 of the Freedom of Information Act 2000 requires the Wiltshire Police, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

The exemption applicable to the information requested is:

Section 12: Exemption where cost of compliance exceeds appropriate limit

(1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

In accordance with section 17 of the Act, this letter represents a Refusal Notice for this particular request.

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



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Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101 ext 62005

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:
Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.pnn.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk