



## Force Disclosure Unit

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

[www.wiltshire.police.uk](http://www.wiltshire.police.uk)

[disclosure@wiltshire.pnn.police.uk](mailto:disclosure@wiltshire.pnn.police.uk)

XXXXXX – by E Mail

Date: 29th November 2022

Your ref: FOI

Our ref: FOI 2022 / 874

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 7<sup>th</sup> November 2022 concerning Establishment and Fraud Offences.

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 – having consulted our Fraud and Business Performance Teams - I am now able to respond as follows.

### You wrote **(and Our Response)** :

Please may you provide me with:

1. Your total staff numbers, broken down by officers and non-officers.

|                 |              |
|-----------------|--------------|
| <b>Officers</b> | <b>1,137</b> |
| <b>Staff</b>    | <b>1,040</b> |
| <b>PCSO's</b>   | <b>104</b>   |

**This information is correct as at 31st October 2022, but please note these establishment figures change almost daily due to new starters, leavers, retirees, secondments/transfers to and from other Forces and so on.**

2. The number of police officers/staff assigned to your fraud desk. If possible can you please break this down by the number of police officers vs regular staff, and full time vs part time workers on the fraud desk.

**Our specific Fraud Desk at Wiltshire Police comprises the following staff :-**



INVESTOR IN PEOPLE

A full-time civilian Complex Fraud Manager  
 A full-time civilian Financial Investigator  
 A full-time civilian detective fraud investigator  
 A full-time DC Investigator  
 A part-time DC Investigator  
 Two full-time PC Investigators  
 A full-time PC Protect Officer

There are also two vacant PC full time investigator roles - one is being filled this month, the other is due to be advertised imminently.

It needs to be noted that within Wiltshire Police there are a number of other business areas (such as the Cyber Crime Unit) who - amongst their other roles - also have some responsibility for the investigation of frauds and the safeguarding of victims and the public.

3. The number of fraud offences reported to your police force (either by the public or passed on by a fraud agency such as Action Fraud, CIFAS or NFIB), for each of the past 5 years (2021, 2020, 2019, 2018, 2017).

The tables below summarise the Fraud Reports that Wiltshire Police have received from the public which have been handled by Wiltshire Police and those that have been forwarded on to Action Fraud.

| Wiltshire Police Fraud Occurrences |             |
|------------------------------------|-------------|
| Reported Year                      | Occurrences |
| 2017                               | 22          |
| 2018                               | 47          |
| 2019                               | 23          |
| 2020                               | 41          |
| 2021                               | 24          |
| 2022                               | 13          |

| Wiltshire Police referrals to Action Fraud |             |
|--------------------------------------------|-------------|
| Reported Year                              | Occurrences |
| 2017                                       | 626         |
| 2018                                       | 794         |
| 2019                                       | 644         |
| 2020                                       | 749         |
| 2021                                       | 680         |
| 2022                                       | 596         |

The Action Fraud figures do not include those referrals to Action Fraud where members of the public have contacted Action Fraud directly, so they are effectively understated.

We do not hold any information in respect of the cases where members of the public contacted Action Fraud directly.

To obtain this information you will need to submit a similar FOI request directly to the National Fraud Investigation Bureau / Action Fraud.

4. The number of these fraud cases in each year which were investigated by a police officer.

**The table below shows the number of Fraud Cases where investigations were carried out by Wiltshire Police and not referred to Action Fraud :-**

| Investigated by WP officers |             |
|-----------------------------|-------------|
| Reported Year               | Occurrences |
| 2017                        | 22          |
| 2018                        | 46          |
| 2019                        | 22          |
| 2020                        | 40          |
| 2021                        | 23          |
| 2022                        | 13          |

**We do not hold any information in respect of the cases that were referred on to Action Fraud by ourselves or where individuals were referred there directly.**

**To obtain this information you will need to submit a similar FOI request directly to the National Fraud Investigation Bureau / Action Fraud.**

5. The number of these fraud cases in each year "solved" (i.e. a suspect was charged, cautioned or had an out of court penalty).

**The table below shows those notifiable Fraud Offences that have been investigated directly by Wiltshire Police and had a positive Police Outcome, but this does not include those referred to Action Fraud.**

**Note, a Positive Police Outcome can be described as a Crime being solved and there is a consequence for the perpetrator (for instance a charge/summons, caution, drug warning, restorative justice etc).**

| Fraud cases - Positive Police Outcome |             |
|---------------------------------------|-------------|
| Reported Year                         | Occurrences |
| 2017                                  | 2           |
| 2018                                  | 6           |
| 2019                                  | 7           |
| 2020                                  | 10          |
| 2021                                  | 6           |
| 2022                                  | 3           |

**We do not hold any information in respect of the cases that were referred on to Action Fraud by ourselves or where individuals were referred there directly.**

**To obtain this information you will need to submit a similar FOI request directly to the National Fraud Investigation Bureau (Action Fraud).**

**We also do not hold any information in respect of Court Outcomes – to establish the number and type of Court Outcomes that relate to these offences you will need to submit a similar FOI directly to CPS for this information.**

6. The average time between a fraud case getting reported and the force investigating it, for each of the past 5 years (2021, 2020, 2019, 2018, 2017).

#### **No information held**

**We do not record the time between a crime being reported and an investigation commencing or being referred to Action Fraud. This could only be obtained by looking at all the respective cases in turn, making a note of the details and creating an average time.**

**It needs to be noted that under the FOIA there is no obligation on an Authority to create data where none currently exists, purely to answer an FOI request.**

**It needs to be noted however that – in most cases – as soon as a report is received from a member of the public they are either redirected immediately to Action Fraud or the case is assessed and allocated immediately to officers in the Force to investigate, so generally there is no delay between cases being reported and work (of one kind or another) commencing.**

I appreciate that cases may not be investigated/solved in the same year that they were reported to your force.

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,

Nick Penny  
Disclosure Decision Maker

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



#### **Force Disclosure Unit**

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](mailto: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](mailto:mail@ico.gsi.gov.uk)