

WILTSHIRE POLICE



XXXXXXX
By email

**Force Disclosure Unit
Police Headquarters**
London Road
DEVIZES
Wiltshire
SN10 2DN

Date 15th October 2024

Our Ref FOI 2024-876

Dear XXXXX,

I write in connection with your request for information dated 2nd October 2024, concerning the 'Banking Protocol'.

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.

Following receipt of your request, research was conducted by the Financial & Asset Investigation Team (FAIT) at Wiltshire Police.

Your request for information has now been considered and I am able to respond as follows.

You wrote:

I would like to know when the "Banking Protocol" (that helps banks protect customers from incidents of suspected fraud) came into effect in the Avon and Somerset area.

I know the Protocol was piloted in London in 2016. I know it was rolled out, outside of London from May 2017 onwards.

I need to know when the Banking Protocol came into effect in the Wiltshire police region.

Specifically, I need to know the date from which banks had the ability to contact Wiltshire police under the Banking Protocol, to report an incident of suspected fraud in progress in branch, in order to obtain an immediate police response.

Our response:

Wiltshire Police have been using the 'Banking Protocol' since at least 2018. Unfortunately, we are not able to provide a more specific date.

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.

Keeping Wiltshire Safe

www.wiltshire.police.uk | [Facebook/wiltshirepolice](https://www.facebook.com/wiltshirepolice) | [X/X/@wiltshirepolice](https://twitter.com/X/wiltshirepolice) | [LinkedIn/company/wiltshirepolice](https://www.linkedin.com/company/wiltshirepolice)

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

Yours sincerely,

Force 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



Keeping Wiltshire Safe

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.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 Fol 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

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish to contact them, please visit <https://ico.org.uk/global/contact-us/>

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