

Rt Hon Priti Patel MP  
Home Secretary  
2 Marsham Street  
London  
SW1P 4DF

1<sup>st</sup> October 2021

Dear Home Secretary,

**Response to HMICFRS Report: SPOTLIGHT REPORT – A REVIEW OF FRAUD: TIME TO CHOOSE**

Under Section 55(5) of the Police Act 1996, as Police and Crime Commissioner I am pleased to provide my formal response to the report by HMICFRS entitled ‘Spotlight Report – A Review of Fraud: Time to Choose’.

Both the Chief Constable and I welcome the publication of the report.

In addition to the Chief Constable’s response below regarding Cambridgeshire Constabulary’s commitment to giving victims of fraud support, I do wish to assure you that the Victim and Witness Hub that I fund provides that vital support.

The Hub receive a weekly list from Action Fraud providing details for victims of fraud within Cambridgeshire who have consented to have their details forwarded to their local victim care service. These victims are then contacted by the Hub via letter to make them aware of the service available to them, along with the Hub’s contact details. The letter also provides information, advice and guidance from the Constabulary’s Cyber Crime Unit which is tailored to the type of fraud experienced by the victim being contacted.

In addition, Hub managers will review the Action Fraud list to identify victims who, in their professional judgement, would benefit from phone contact by a Victim and Witness Care Coordinator. This will be based on the information provided relating to vulnerability and impact of crime.

A report from the Chief Constable in respect of Cambridgeshire Constabulary’s response to the recommendations made by HMICFRS is attached at Appendix 1.

I hope this response, and that of the Chief Constable, provides reassurance regarding the commitment of both myself and Cambridgeshire Constabulary in providing an effective response to the support being given to victims of fraud.

Yours sincerely,



**Darryl Preston**

**Police and Crime Commissioner for Cambridgeshire and Peterborough**

cc PCC@hmic.gsi.gov.uk

Enc - Appendix 1 – Cambridgeshire Constabulary's response to HMICFRS report 'Spotlight Report – A Review of Fraud: Time to Choose'

**Cambridgeshire Constabulary's response to HMICFRS report 'SPOTLIGHT REPORT – A REVIEW OF FRAUD: TIME TO CHOOSE'.**

**1. HMICFRS recommendations:**

HMICFRS made three further recommendations to improve the national response to fraud.

- 1.1. Recommendation 1: By 30<sup>th</sup> September 2021, chief constables should make sure that their forces are following the guidance issued by the National Police Chief's Council Coordinator for Economic Crime about fraud-related calls for service.

**Force response**: The Constabulary is committed to tackling fraud given its impact on victims, their families and the community; and it remains one of our key strategic priorities. The force is following the guidance issued by the National Police Chief's Council (NPCC) Coordinator for Economic Crime about fraud-related calls for service, including how to respond when a vulnerable victim is identified. Cambridgeshire were one of the forces selected to participate in this inspection and HMICFRS found that call-handlers within the Constabulary's Demand Hub have a good awareness of calls for service. The force is currently undertaking a 3-month pilot to ensure there are no missed reporting opportunities when referring victims to Action Fraud. This is being managed through the Regional Prosperity Strategic Governance Group to address any learning from a local to national level.

- 1.2. Recommendation 2: By 31<sup>st</sup> March 2022, the National Police Chief's Council Coordinator for Economic Crime with the National Crime Agency, National Economic Crime Centre and City of London Police should set up an effective national tasking and coordination process for fraud.

**Force response**: This recommendation is addressed to the NPCC Coordinator for Economic Crime. The Constabulary will await further information.

- 1.3. Recommendation 3: By 31<sup>st</sup> October 2021, chief constables should adopt the guidance issued in September 2019 by the National Police Chief's Council Coordinator for Economic Crime that was aimed at improving information given to victims when reporting fraud.

**Force response**: The Constabulary is committed to giving victims of fraud clear and timely information and support. The force has adopted the guidance issued by the NPCC Coordinator for Economic Crime. Information and advice are provided at the time of reporting. Explanations of the services that Action Fraud and the force can provide are also available on the Constabulary's website, alongside our fraud investigation policy and a range of prevention advice. The Constabulary will continue to improve the information given to victims when reporting a fraud to ensure that all the recommended pieces of information are included.