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**BEV HUGHES**

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**DEPUTY MAYOR  
OF GREATER  
MANCHESTER**

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Rt Hon Priti Patel,  
Secretary of State for the Home Department  
2 Marsham Street  
London  
SW1P 4DF

23<sup>rd</sup> September 2021

Dear Home Secretary

**SUBJECT: HMICFRS REVIEW OF FRAUD - TIME TO CHOOSE**

I write in response to the recent HMICFRS Spotlight Review of Fraud – Time to Choose.

It was encouraging to read that some improvements had been made across policing since the publication of the previous inspection of fraud in 2019. The number of forces developing and publishing dedicated fraud policies has increased and there have been improvements to the way National Fraud Intelligence Bureau (NFIB) monthly victim lists are used to identify and support vulnerable victims.

However, I note the findings within this latest report that suggests that more still needs to be done to communicate clearly with victims and ensure they are supported. This is a fundamental point. For a number of years I have supported the Cyber and Economic Crime Awareness Service (CECAS) in Greater Manchester. This has provided direct support and intervention to over 8,000 vulnerable victims to provide the support required to cope, recover and prevent them from being a repeat victim. Through CECAS victims can be assisted in a variety of ways, including the investigation of the crime, exploring avenues of recovery with their banks and the provision of advice regarding other agencies who may be able to provide advice.

I am currently supporting activities to enhance this approach to provide a focus on education and prevention within local communities. There is a need for the police service, supported by national bodies, to get ahead of the curve and invest in preventative activities to prevent people becoming victims in the first place.

In respect of the recommendations from the 2019 report, and in particular two which HMICFRS has deemed not to have been implemented nationally, I can provide an update as follows:

GMCA, Broadhurst House, 56 Oxford Street, Manchester, M1 6EU

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**Recommendation 9 (2019 report) - By 30 September 2019, chief constables should publish their force's policy for responding to and investigating allegations of fraud (in relation to both calls for service and National Fraud Intelligence Bureau disseminations for enforcement).**

I can confirm that this is completed and the GMP Fraud Policy was published online last year.

**Recommendation 10 (2019 report) - With immediate effect, the National Police Chiefs' Council Coordinator for Economic Crime, when issuing to police forces advice on fraud protection that is to be given to the public (including alerts and campaigns), should take responsibility for evaluating the effectiveness of how that advice is given to the public and the effectiveness of the advice.**

I can also confirm that the local CECAS team collates data with regards to the information and protect advice that the NPCC provide. It is possible, therefore, to show the repeat victim rates of those the that GMP has contacted and the effectiveness of GMP's protect advice against the control sample of those who have not received the advice. This is something we will continue to monitor.

The 2021 report identifies two further recommendations for policing. My response to these is set out below:

**HMICFRS Recommendation 1 (2021 report) - By 30 September 2021, chief constables should make sure that their forces are following the guidance issued by the National Police Chiefs' Council (NPCC) Coordinator for Economic Crime about fraud-related calls for service.**

I can confirm that Greater Manchester Police (GMP) is following the guidance set out by the NPCC in relation to calls for service. The GMP Economic Crime Unit continues to seek improvements in this area, having identified a dedicated training officer and through the development of a remote learning package for the frontline staff who were likely to field the initial fraud enquiries. This training specifically signposts when fraud calls should be dealt with by GMP as a call for service and when a victim would be better served by being directed to Action Fraud.

**Recommendation 3 (2021 report) - By 31 October 2021, chief constables should adopt the guidance issued in September 2019 by the National Police Chiefs' Council Coordinator for Economic Crime that was aimed at improving the information given to victims when reporting fraud.**

I can confirm that this guidance has been adopted in Greater Manchester and has been disseminated to staff and volunteers who are in contact with victims. This includes the delivery of fraud training to all response officers. In addition, all victims are sent a letter outlining the points from the guidance and information has been made available on the GMP website, available at any time of the day.

Yours sincerely



**Rt. Hon Baroness Beverley Hughes  
Deputy Mayor of Greater Manchester  
Policing, Crime and Criminal Justice**

GMCA, Broadhurst House, 56 Oxford Street, Manchester, M1 6EU

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