



Altogether Better Policing

DURHAM CONSTABULARY

Procedures, Tactics and Guidance

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<i>September 2019</i>	<i>1.0</i>	<i>Initial Document</i>	<i>DCI P. Colling, Economic Crime Unit</i>	
<i>11th February 2020</i>	<i>1.1</i>	<i>Updated Fraud Policy</i>	<i>D/Supt K. Weir</i>	<i>Force Leadership Group</i>

Procedures, Tactics and Guidance

Fraud Routes

These are the 5 key routes a fraudster will utilise:

1. Home phone
2. Internet
3. Mobile
4. Letterbox
5. Doorstep

Durham and Darlington fraud investigations

These are a combination of:

- Disseminations from Action Fraud/National Fraud Intelligence Bureau (NFIB);
- Local “calls for service”.

Key intentions around the response to Fraud:

- Ensure that there is a focus on all victims in accordance with the Victims Charter.
- Ensure that incidents reported directly to the Police, are identified correctly as a “call for service” and dealt with by the most appropriate resource.
- Ensure where incidents are reported directly to Police that the “THRIVE” model (i.e. threats, harm, risk, investigation, vulnerability and engagement) is applied and any vulnerable victims are identified and given the required assistance and support.
- Ensure awareness of Fraud Investigation Model within the organisation and that it is applied correctly for analysis and response to fraud offences.
- Ensure that fraud offences reported via NFIB are scrutinised and that the Police response to them is appropriate and that investigations are carried out by the most appropriate resource.
- Ensure that where offences are not investigated, the rationale is recorded and other action is taken – such as disruption of offender activity. Victims to be informed / updated as to the decision.
- Use data from Action Fraud and local systems to identify repeat and vulnerable victims and ensure that there is an appropriate response.
- Use data from Action Fraud and local systems to identify repeat offenders and ensure that a problem solving approach is implemented.

Calls for Service:

These are calls made directly to local police and:

- Involve an offence where the offender has been arrested for fraud.

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- The offender is committing or has recently committed a fraud offence at the time of the call for service.
- The suspect is known and police could locate the suspect.

This criteria is specified by Action Fraud. In addition vulnerable victims should be identified and offered assistance by the police or diverted or signposted to another agency.

Effectively, calls for service usually involve local victims and local suspects. They are dealt with by the Force as per any other crime type. These are recorded on the local force system and the NFRC number logged on the Investigation Log. Calls for service require a report to be made to both Action Fraud (NFRC reference) and recorded on local force system at the same time.

It should be noted that Durham Constabulary also treats some other calls, where there are clear investigative opportunities, as “calls for service” – most commonly where a local victim has recently transferred money to a suspect bank account and the Economic Crime Unit can assist with recovery, or where evidence could be lost (for example via CCTV) if prompt action is not taken.

The vulnerability of a victim is also considered when dealing with a call for service, by applying the THRIVE model, as indicated above.

Outcome(s) are to be assigned at the conclusion of the investigation of crimes disseminated by the NFIB and recorded as a call for service, and returned to NFIB.

Who deals with “Calls for Service?”

- Low value and non-complex cases are dealt with in the same way as other crime type – i.e. allocated by the Force Control Room for local investigation.
- Some high value but relatively non-complex enquires are dealt with by the Crime Teams or Safeguarding Teams, with investigative advice available from the Economic Crime Unit.
- Complex fraud will be identified and allocated to the Specialist Fraud Team within the Economic Crime Unit.
- The Economic Crime Unit undertake all urgent enquiries in order to intercept money transfers.

Action Fraud/National Fraud Intelligence Bureau (NFIB) disseminations

Action Fraud is the name of the contact centre that records NFIB fraud and some cyber crimes. There are various criteria for allocation of investigations from NFIB to a local force, the most common being where the suspect is located. The process is:

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- NFIB disseminations are received by Crime Desk, within the Tasking & Coordination Command who record and allocate a crime number.
- They are then evaluated by the Detective Sergeant in the Fraud/Economic Crime Unit and the Fraud Investigation Model applied.
- They are given to the appropriate resource for investigation.
- Almost all disseminations will result in an investigation.
- Where there is no investigation (for example where officers attend and ascertain that no fraud has occurred) the rationale and any other action taken will be recorded, for example disruption activity. Victims to be informed/ updated as to the decision.

Who retains the investigation?

There is no set criteria. The Fraud Department exists within the wider Economic Crime Unit. There is no financial threshold which must be met before specialist resources will take an investigation. Evaluations will consider the value of the fraud but equally the complexity around an investigation and also whether it is a wider fraud involving multiple victims and/or multiple suspects. For example:

- *An investigation involving a Durham suspect responsible for a series of frauds involving multiple victims will generally remain within the Fraud Department. The value of the fraud is not relevant. This type of enquiry requires investigative parameters and often specialist financial enquiries.*
- *A single victim and single suspect with a degree of complexity – usually remains within the specialist Fraud Department.*
- *A Durham suspect commits a single fraud offence against one or two victims – such as online shopping fraud. This is not complex and will be sent to either locality Crime Teams or Neighbourhood teams to deal.*

Vulnerable Victims/Action Fraud Victim Data

- Victims that require additional support are highlighted by NFIB for urgent investigation. These investigations are reviewed and allocated by the Economic Crime Unit.
- It is important to recognise that victim care, regardless of where a perpetrator lives remains the responsibility of the Force area where the victim resides.
- Action Fraud provide victim data to Durham Constabulary for support via the Victim Care Advisory Service (VCAS). Victim care is offered to all victims of fraud.
- Durham Constabulary analyses data to identify vulnerable and repeat victims and crime trends.

Attached Appendices

1. Appendix A – Fraud Process Map – Reports to Police
2. Appendix B – Fraud Process Map – Reports to Action Fraud

Further Information:



www.actionfraud.police.uk

College of Policing – Fraud Investigation: <https://www.app.college.police.uk/app-content/investigations/investigating-fraud/>

Further information and advice can be found on the Durham Constabulary website at: <https://www.durham.police.uk/Information-and-advice/Economic-Crime/Pages/Economic-Crime.aspx>