

Response to Questions Submitted

OPCC Response

It is very important to me that all victims have faith in the ability of the police to investigate their complaints thoroughly. National campaigns are supporting these specific endeavours in relation to banking fraud, which are often supported by MPs. For example, there is an All Party Parliamentary Group for Fair Business Banking who have been lobbying the National Crime Agency and Serious Fraud Office to take an interest in these matters, including cases which are historical.

Although it is not within my remit as Police and Crime Commissioner (PCC) to become involved in operational policing delivery, to investigate or to instruct the Force to investigate a particular case, I have and will continue to meet with victims, to listen to their experiences and understand any concerns and/or outstanding queries that they may have at the conclusion of a police investigation. On occasion this has resulted in my having discussions with the Chief Constable in relation to them undertaking further interests in these matters and reviewing actions taken to date.

I am confident that Dyfed Powys Police have the relevant capabilities to consider all fraud allegations. Dyfed Powys Police are the only force in the country that actively encourage members of the public to report fraud directly to us and we then report to action fraud on their behalf, improving the quality of the report sent to action fraud. Additionally, during the early part of 2020, the Economic Crime Team (ECT) identified that the National Fraud Intelligence Bureau (NFIB) data does not accurately reflect the true scale of fraud. From 6th April 2020, the ECT have undertaken the management of all fraud and cybercrime incidents reported to the Force as a call for service - triaging the reports and engaging with victims at the earliest opportunity, in order to provide consistent subject matter expert advice, guidance and support and to ensure accurate reporting to Action Fraud (AF). In November 2020, the Force employed a full-time Fraud Triage Officer, working within the ECT to manage fraud calls for service, a post which my office has funded. I would further advise that the work being done by Dyfed Powys Force with vulnerable victims, providing advice, guidance and support has been recognised at a national level and is well regarded by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

As part of my role and remit, I meet with victims and with their permission, I contact Dyfed Powys Police and seek to ensure that the Force fully consider any concerns that have been raised and that victims are provided with a full explanation of the work undertaken by the Force. I also consider if any alternative options to progress any matters are available to victims and if so, provide victims with the relevant information. Following my involvement, a full written response is subsequently provided from my office to the victim.

The recent introduction (by The City of London Police as National Lead Force for Fraud and The National Police Chiefs Council [NPCC] lead for Economic and Cyber Crime) of a monthly National Lead Force Newsletter to PCC's, will further enable my office to hold Dyfed Powys Police Force to account, as we do with other crime types, receiving performance of our Force against the fraud cases disseminated to them by Action Fraud.