Fraud Investigations Policy (Report Fraud Reporting) (1214/2025)

Abstract

This policy details how reports of fraud are investigated and recorded in line with National Fraud Intelligence Bureau (NFIB). Report Fraud public facing contact details and guidance are included in the procedure.

Policy

1. Introduction

1.1 All reports of fraud and cyber related crime must be reported to Report Fraud where they are given a National Fraud Reporting Centre (NFRC) number. These reports are forwarded direct to the National Fraud Intelligence Bureau (NFIB) for assessment and onward dissemination to police forces and other agencies for investigation, where applicable.

2. Scope

2.1 This policy details the actions Sussex Police will undertake when a fraud is reported. Along with Report Fraud contact details required for direct reporting by members of the public.

3. Statement

3.1 The Force will ensure that all matters of fraud are investigated and recorded in line with NFIB Guidance, College of Policing Authorised Professional Practice (APP), the National Fraud Investigation Model, and the National Decision Model (NDM).

Procedure

1. Recording and Investigating Allegations of Fraud

1.1 If a victim of crime wishes to report a fraud offence and there is no call for service (see points below) they should be advised to do this direct to Report Fraud where they will also gain useful advice and guidance to prevent further victimisation, without the need for any further police involvement. In these circumstances, the creation of a Storm Computer Aided Dispatch (CAD) can be considered to show the rationale using the NDM if deemed necessary. The Individual must be signposted to Report Fraud.

1.2 Report Fraud Contact Details

Victims can report directly to Report Fraud

24 hours a day 7 days a week

- www.actionfraud.police.uk using the on-line reporting tool.

Monday to Friday 8am to 8pm

• Telephone: 0300 123 2040

• Textphone: 0300 123 2050

• Abroad: +44 300 123 2040

If English is not the preferred language, please refer to Other languages | Report Fraud

To report using British Sign Language (BSL), you can do this using a Video Relay Service, which will enable BSL users to report crime via immediate access to online BSL interpretation. The interpreter will call Sussex Police not Report Fraud and provide a live relay interpretation of the crime you are reporting. Report using BSL. The Force will then be able to provide further guidance.

2. Victim Requests Police Support

2.1 If the victim declines the above facility the Force Contact, Command and Control Department (FCCCD) / Front Office Staff or Report Fraud Single Point of Contact (RF SPOCs) need to make sure that we have provided the telephone and web address for Report Fraud in the first instance. Only RF SPOCs may then record the crime directly onto the Report Fraud website, using the on-line reporting tool. Report Fraud will then send a letter to the victim with the appropriate NFRC reference.

2.2 Unless the call amounts to a call for service (see below) there is no requirement to create any other police record. (see 1.1).

3. Call for Service or Victim Vulnerable / at Risk

3.1 A report of fraud must be treated as a 'call for service' if any of the following criteria apply:

• An offender is arrested by police

• The offender is committing, or has recently committed the offence

• There is a local suspect (see below)

• PNC Registered (see 5.1 below)

• The person reporting is considered vulnerable / at risk.

3.2 Vulnerable Victims

The College of Policing defines vulnerability as: 'a person is vulnerable if, as a result of their situation or circumstances, they are unable to take care of, or protect themselves, or others from harm or exploitation'.

Operation Signature is the process that the Force uses to safeguard vulnerable victims of fraud. Fraud prevention advice and guidance can be found on Operation Signature Homepage.

If the call for service criteria is met and an officer is deployed, that officer will be responsible for the Operation Signature safeguarding visit and risk assessment and tasking the RF SPOC to complete the Report Fraud referral.

Refer to Operation Signature: Process Map and/or Operation Signature: Briefing Pack or email Operation Signature / Fraud Reporting.

If the call for service criteria is not met and no vulnerability has been identified, the victim is directed to report their crime to Report Fraud and provided with the reporting contact details and rationale for doing so by the call taker / member of staff dealing with the individual.

4. Local Suspect

4.1 Local suspect is deemed as such where through viable investigative leads

• Police can or could locate a suspect with the details provided, or

• Have sufficient details to apprehend an offender.

4.2 To clarify this the word 'local' has its everyday meaning and has been used to ensure that like any other type of crime reported directly to the police, where there are local viable investigative leads, police should consider the crime for investigation.

4.3 In all the above circumstances normal deployment considerations apply. All crimes of fraud amounting to a call for service must be recorded on NICHE. In addition, the RF SPOCs create the mirror crime on the Report Fraud site.

4.4 If during the subsequent investigation it is felt that this should be transferred to another force, the same procedure as Section 6 is to be adopted.

4.5 If this relates to a vulnerable victim, the safeguarding and Operation Signature visit must be prioritised.

5. Police National Computer (PNC) Requirement

5.1 Report Fraud does not have access to PNC and therefore will be unable to record crimes where a PNC 'registered item' (vehicle, plant, machinery etc) requires an entry on PNC. Police will be responsible for reporting these offences to the NFIB, and making the relevant PNC entry, i.e., LOS, PNC, Interest etc.

6. Fraud Crime Transfers

6.1 The method of transferring fraud crime reports between forces varies from the procedures used for other categories of offences. In the main, fraud offences come to our attention from two sources. From the NFIB and directly from the victims of fraud. Any transfer of a fraud outside of Sussex Police must be directed to the RF SPOCs in the first instance.

7. NFIB Disseminated Crimes

7.1 These are received by secure transfer direct to a vault where they are reviewed by the RF SPOCs.

7.2 If sent in error the RF SPOCs will return them direct to the NFIB - no further action required.

7.3 Where NFIB recorded crimes or a linked series of crimes are initially assessed as a Sussex Police case for investigation, it is only necessary for the RF SPOCs to create one occurrence on NICHE, regardless of the number of victims and allocate for investigation.

8. Useful Information

8.1 Report Fraud

Report Fraud Website

Report Fraud: On-line reporting tool

Report Fraud: Useful organisations

Report Fraud: Victim resources

Report Fraud: A-Z of fraud

Report Fraud: Report a phishing attempt

8.2 Sussex Police internal guidance

Operation Signature

Operation Signature: True Call (scam, fraud and nuisance calls advice)

Operation Signature: Briefing Pack

Operation Signature: Process Map

Operation Signature: Fraud Types

8.3 Other

His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) 'Fraud: Time to Choose' (April 2019).

HMICFRS: Fraud: Time to Choose – An inspection of the police response to fraud (April 2019).

City of London Police National Policing Strategy for Fraud, Economic and Cyber Crime 2023 – 2028

HM Government Economic Crime Plan 2 2023-26

PEEL assessment framework (PAF) 2025–2027 - His Majesty's Inspectorate of Constabulary and Fire & Rescue Services

Team: Specialist Crime Command