



Your reference:

Our reference: FOI_2023.0941

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 19/10/2023

Dear

Gloucestershire Constabulary Freedom of Information request 2023.0941

On 21/09/2023 you sent an email constituting a request under the Freedom of Information Act asking the following:

I am writing to request information under the Freedom of Information Act 2000 on phone number and email spoofing in Gloucestershire.

Request 1

1. How many reports you have received of people having their phone numbers fraudulently spoofed by companies in the past three years?
2. How many reports you have had of people receiving cold calls from spoofed numbers in the past three years?
3. How many of these reports have been investigated?
4. How many have resulted in a conviction?

Request 2

1. How many reports you have received of people having their emails fraudulently spoofed by companies in the past three years?
2. How many reports you have had of people receiving email messages with forged sender addresses in the past three years?
3. How many of these reports have been investigated?
4. How many have resulted in a conviction?

Clarification was sent to ask if you could clarify what specific offences you would like a search on.

A response was received stating you would like information about phishing emails and information about phone fraud.

Further clarification was sent asking if you could provide a list of keywords which you want a search on so we can perform a free text search using specific terms provided.

Terms provided were: -'Phishing'

- 'Scam call'
- 'Phone scam'
- 'Scam email'
- 'Email scam'
- 'Phishing attack'

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

Police Forces in the United Kingdom are routinely required to provide statistics to government bodies and the recording criteria is set nationally. However, the systems used for recording these figures are not generic, nor are the procedures used locally in capturing the data. It should be noted that for these reasons the figures given relate to information from the specific recording system of Gloucestershire Constabulary and should not be used for comparison purposes with any other response you receive.

Please note that our systems are designed to record information for policing purposes and the investigation of crime and not to extract statistical information. Accordingly whilst we endeavour to extract relevant data within the time limits of the Act, any data supplied is subject to these limitations.

I can confirm that a search has been conducted for recorded Fraud offences from 01/01/2020 – 21/09/2023, followed by a free text search for the following terms:

- 'Phishing'
- 'Scam call'
- 'Phone scam'
- 'Scam email'
- 'Email scam'
- 'Phishing attack'

This search has resulted in 16 records being identified. A manual review has then been conducted which has resulted in 2 offences relevant to your request.

Information of this nature is not held by the Constabulary, the force only holds data in relation to the number of individuals charged/summoned for a particular offence. The ultimate outcome of these offences depends on what happens at court i.e. whether the offender is found guilty (convicted) or not. This information comes from the court results which do not come within our systems. Hence we record the detection disposals for each case but do not have the ultimate conviction data.

Therefore any information relating to the outcome of a case, the length of sentence or whether any appeal was made is not held by the constabulary, but by the HM Courts Service. Please find a link below to their website, you may wish to direct the last parts of both questions to them:

www.hmcourts-service.gov.uk

Neither of the crimes have resulted in a police outcome of charge.

For more information surrounding fraud offences please submit a FOI request to Action Fraud.

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please

note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

The Information Commissioner can be contacted via the following means:

Website - <https://ico.org.uk/>

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post –

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary