



Your reference: n/a

Our reference: FOI_24_0897

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 21/10/2024

Dear

Gloucestershire Constabulary Freedom of Information request FOI_24_0897

On 03/10/2024 you sent an email constituting a request under the Freedom of Information Act asking the following:

I would like to know when the "Banking Protocol" (that helps banks protect customers from incidents of suspected fraud) came into effect in the Avon and Somerset area.

I know the Protocol was piloted in London in 2016. I know it was rolled out, outside of London from May 2017 onwards.

I need to know when the Banking Protocol came into effect in the Gloucestershire police region.

Specifically, I need to know the date from which banks had the ability to contact Gloucestershire police under the Banking Protocol, to report an incident of suspected fraud in progress in branch, in order to obtain an immediate police response.

I have attached a copy of a response previously received from Kent police; in case this assists you in confirming the information that I require for your police region.

I have contacted several banks and regulators who have all referred me to the police to obtain this information, as they advise it is region specific according to the police force in that location. If you need clarification on the information I require, please contact me by e-mail or telephone.

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

I can confirm October 2016 was when the Force took it up.

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