



21 May 2019

**POLICE & CRIME COMMISSIONER RESPONSE TO THE HMIC REPORT:**

*TIME TO CHOOSE: An Inspection of the Police Response to Fraud*

I read this report with interest as it highlights the difficulties that currently exist when dealing with the complex issue of fraud. Fraud is dealt with differently from other types of crime and the report acknowledges some of the problems this can bring.

Police officers face the difficult task of wanting to support fraud victims locally but working with national arrangements, making this a unique type of crime. The public rightly expect fraud to be dealt with but they are not always aware of the processes available to them and may not always receive a service they deserve due to some of the complexities.

I am pleased to see that the report makes a number of national recommendations that look to provide information and clarity to the public on how fraud reports should be dealt with. I also welcome the recommendation for Chief Constables to clarify their own force positions by September this year.

South Wales Police treats fraud seriously and is currently taking action to improve in this area. This is reflected below in the Chief Constable's comment on the report:

*Fraud can have a devastating impact on people's lives and South Wales Police work hard to prevent fraud and support those affected by it. Particularly insidious are those offenders who target the elderly or otherwise vulnerable; tackling these offences is a priority for South Wales Police. We have rolled out a training package to all officers to better equip them to spot the signs of fraud and protect those at risk of becoming a victim again. Furthermore, we have also recruited officers into specific roles to prevent online fraud from taking place.*

*Dealing with fraud can never be a police issue alone and we work closely with a number of different partner agencies to try and prevent fraud from occurring in the first place.*

## Rt Hon Alun Michael JP OStJ FRSA

Comisiynydd yr Heddlu a Throseddu De Cymru  
Police and Crime Commissioner for South Wales



Members of the public and all police forces would value greater clarity and consistency of approach when fraud is dealt with. I hope that the recommendations in this report will go some way to making this more achievable. I will look for updates on progress in my own force throughout the year.

**Rt Hon Alun Michael**  
**Police and Crime Commissioner for South Wales**

---

Ty Morgannwg, Pencadlys yr Heddlu  
Pen-y-Bont ar Ogwr, CF31 3SU  
f: 01656 869366  
e: [commissioner@heddlu-de-cymru.pnn.police.uk](mailto:commissioner@heddlu-de-cymru.pnn.police.uk)  
g: [southwalescommissioner.org.uk](http://southwalescommissioner.org.uk)

Ty Morgannwg, Police Headquarters,  
Bridgend, CF31 3SU  
t: 01656 869366  
e: [commissioner@south-wales.pnn.police.uk](mailto:commissioner@south-wales.pnn.police.uk)  
w: [southwalescommissioner.org.uk](http://southwalescommissioner.org.uk)

Mae'r Comisiynydd a'i dîm yn croesawu gohebiaeth yn Gymraeg neu Saesneg  
The Commissioner and his team welcomes correspondence in Welsh or English