



Rt Hon Priti Patel MP  
Home Secretary  
Home Office  
2 Marsham Street  
London SW1P 4DF

Cc: HMICFRS

Our Ref: JC/jpi

December 2021

Dear Home Secretary,

### **Fraud – Time to choose follow up**

I am writing to you in response to the above HMICFRS inspection reports published together earlier this year.

As one of the forces inspected to inform the report it was especially pleasing to see that the report recognises West Mercia are ahead of other forces nationally, having made significant improvements, changing their working habits and targeting perpetrators as well as educating potential victims.

The force has been highlighted for including Fraud and Economic Crime as part of its overall strategy, showing how important this crime is and the dedication to tackle it. Victim care is also emphasised, with a dedicated service to the most vulnerable members of the community. The support is offered in person from a neighbourhood officer if appropriate or by phone call via the Victims Advice Line by a trained member of the team. This service is commissioned directly from the Force by myself

The report contained three recommendations, two of which were specific recommendations for police forces: one to ensure forces are following national guidance about fraud related calls for service; and the second that forces should adopt guidance issued in 2019 aimed at improving the information given to victims when reporting fraud. These recommendations have both been implemented by West Mercia Police.

Although there are always areas to work on, I am pleased in the progress the force has made and the difference this makes to victims. I will continue to work with them to ensure the progress is maintained, as part of my commitment to build a Safer West Mercia for our communities.

Yours sincerely,

A handwritten signature in black ink that reads "John Campion". The signature is written in a cursive style with a long horizontal stroke at the end.

John Campion  
**Police & Crime Commissioner**  
**West Mercia**