

28 October 2024

FOI Ref 17321

**Request - You asked us the following:**

I am writing to request information under the Freedom of Information Act 2000.

In order to assist with you with this request, I am outlining my query as specifically as possible.

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 Staffordshire police region.

Specifically, I need to know the date from which banks had the ability to contact Staffordshire 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.

I would like to receive your response by e-mail or letter.

If my request is denied in whole or in part, I ask that you justify all deletions by reference to specific exemptions of the act. I would also expect you to release all non-exempt material. I reserve the right to appeal your decision to withhold any information or to charge excessive fees.

I would be grateful if you could confirm in writing that you have received this request. I look forward to your response within 20 working days, as outlined by the statute.

We received your request on 03/10/2024 and have processed this under the Freedom of Information Act (FOIA).

Staffordshire Police's response to your enquiry is as follows:

**Staffordshire Police does not hold the requested information.**

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



STAFFORDSHIRE  
**POLICE**

Specifically, I need to know the date from which banks had the ability to contact Staffordshire police under the Banking Protocol, to report an incident of suspected fraud in progress in branch, in order to obtain an immediate police response. – **No information held for an exact roll out date, although from the records we do hold, we have been part of the Banking Protocol since 2017.**

### **Next steps**

You can ask us to review our response.

If you would like us to carry out a review of our response, please let us know within two months of the date of receipt of this email, review requests should be addressed to:

[foi@staffordshire.police.uk](mailto:foi@staffordshire.police.uk)

Or by Post to:

Central Disclosure Unit  
Staffordshire Police HQ  
PO Box 3167  
Stafford  
ST16 9JZ

Please remember to quote the reference number in any future communications.

Freedom of Information  
Central Disclosure Unit