

3 March 2025

FOI Ref 17892

Request - You asked us the following:

I am writing to request information under the Freedom of Information Act 2000. The purpose of this request is to gather data on complaints received by your police force regarding ticket scams.

Specifically, I am seeking information on the following:

1. The total number of ticket fraud crime reports made to the police force for each of the past five years (from Feb 2020 to Feb 2025)

If held, please provide:

- A distinction between concert and football ticket scams
- The names of the venues identified in each report
- The name of the artist or football team identified in each report

2. The total sum of money lost to the above reported ticket fraud incidents per year for each of the past five years (from Feb 2020 to Feb 2025).

- If not held as a yearly figure, please provide a list of the sum of money lost per ticket fraud incident

If the requested data is not held in a readily searchable or structured format, please provide what is available within the cost and time limits.

I would like you to provide the information in the following format:

Please provide the information in electronic format, preferably as an Excel spreadsheet or CSV file. Please avoid sending PDFs or Word documents if possible.

If you are unable to provide the specified information:

If you are unable to provide the specified information exactly as requested, please provide *any* data you have that is relevant to the request and explain why the other information cannot be provided.

We received your request on 26/02/2025 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 am writing to request information under the Freedom of Information Act 2000. The purpose of this request is to gather data on complaints received by your police force regarding ticket scams.

Specifically, I am seeking information on the following:

- 1. The total number of ticket fraud crime reports made to the police force for each of the past five years (from Feb 2020 to Feb 2025) – **No information held.**

If held, please provide:

- A distinction between concert and football ticket scams
- The names of the venues identified in each report
- The name of the artist or football team identified in each report

- 2. The total sum of money lost to the above reported ticket fraud incidents per year for each of the past five years (from Feb 2020 to Feb 2025). – **No information held.**

- If not held as a yearly figure, please provide a list of the sum of money lost per ticket fraud incident

If the requested data is not held in a readily searchable or structured format, please provide what is available within the cost and time limits.

I would like you to provide the information in the following format:

Please provide the information in electronic format, preferably as an Excel spreadsheet or CSV file. Please avoid sending PDFs or Word documents if possible.

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If you are unable to provide the specified information exactly as requested, please provide *any* data you have that is relevant to the request and explain why the other information cannot be provided.

Advice and assistance

Section 16 of the Act places an obligation upon the Authority to provide advice and assistance, in order to comply with this obligation please see below.

With regards to this request Staffordshire Police is unable to provide data regarding fraud offences as the majority of these are now recorded by Action Fraud. Action Fraud is the national centre responsible for receiving, recording and disseminating reports of fraud.

The Action Fraud website is:

<http://www.actionfraud.police.uk/>

Please be advised that all Freedom of Information request responses are published on the Staffordshire Police website although personal details are not included.



STAFFORDSHIRE
POLICE

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Staffordshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing within two months of the date of receipt of this email, and should be addressed to:

foi@staffordshire.police.uk

Or by Post to:

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

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Central Disclosure Unit within two months of the Force's response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by another Decision Maker who is independent from the original Decision Maker. The Central Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within 20 working days. In more complex cases the review may take up to 40 working days.

The independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow



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Cheshire

SK9 5AF

ICO Website for complaints link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information

Central Disclosure Unit