

25 March 2025

FOI Ref 17992

Request - You asked us the following:

We have found that customers/criminals provide crime report/incident numbers to Amazon customer services in order to make fraudulent claims about package thefts, we later find these have been false report/incident numbers that don't match the force area or sometime even the country where the theft/incident allegedly occurred.

Some customers/criminals even provide falsified print outs of crime reports to make their claim.

Please can you provide a LIST of ALL TYPES of REFERENCE NUMBER Formats, currently being used by YOUR Police Force to Identify Case Files/Crime Reports and other areas of Record Keeping.

Could you also please provide details of the crime reporting system you use (Niche, Athena etc) along with a blank template of what a crime report print would look like, Amazon can then feed these into our database in order to identify area where reports are being made and identify false claims.

We received your request on 20/03/2025 and have processed this under the Freedom of Information Act (FOIA).

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

Staffordshire Police holds/does not hold the requested information.

- Please can you provide a LIST of ALL TYPES of REFERENCE NUMBER Formats, currently being used by YOUR Police Force to Identify Case Files/Crime Reports and other areas of Record Keeping. – **No information held.**
- Could you also please provide details of the crime reporting system you use (Niche, Athena etc) – **Withheld, please see below.**
- along with a blank template of what a crime report print would look like – **No information held.**

Please note that Staffordshire Police do not use manual forms to make a crime report. Reports are logged electronically. In addition, Staffordshire Police do not hold a list of reference number formats, as these are generated electronically.

The following exemption has been applied:

In accordance with Section 17(1) of the Freedom of Information Act, this letter represents a refusal notice for parts of this particular request.



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- Section 21(1) - Information reasonably accessible by other means.

Section 21 is an absolute, class-based exemption and as such there is no requirement to quantify the harm that may arise from the disclosure, nor is there a requirement to perform a Public Interest Test.

Advice and assistance

In order to comply with our obligations under Section 16 of the Act, the obligation to provide advice and assistance, please find below links to the information requested.

- <https://nicherms.com/2020/06/22/staffordshire-police-go-live-with-the-nicherms-police-intelligence-platform>

Please note that in order to assist we can advise that a call reference to Staffordshire Police would be in the following format. SP-YYYYMMDD-XXXX so for example a call made today would start with SP-20250321-XXXX with the XXXX being a four digit reference number. For a crime reference from Niche, our crime reporting system, the reference number would be 2125XXXXXXX for a call today so it will start with a 21 then the year 25 and will then be followed by a seven digit reference number.

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

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



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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
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