



STAFFORDSHIRE
POLICE

17 October 2025

FOI Ref 21956

Request - You asked us the following:

Under the Freedom of Information Act 2000, I would like to request the following information:

1. The number of reports, complaints or cases recorded by your organisation relating to winter fuel payment scams, energy rebate scams, or cost-of-living payment scams in each of the past three financial years (2022/23, 2023/24, and 2024/25 to date).
2. Where possible, please break down the figures by:
 - o Month or quarter;
 - o Age group of the victims (if held);
 - o Type of scam (e.g. text message, phone call, email, doorstep, or other).
3. Any recorded data on the total amount of money lost to these scams in each period.
4. Any details of successful prosecutions, arrests, or enforcement actions taken relating to these scams.

I am happy to receive the information in spreadsheet or table format.

We received your request on 13/10/2025 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.

- Under the Freedom of Information Act 2000, I would like to request the following information:
- 1. The number of reports, complaints or cases recorded by your organisation relating to winter fuel payment scams, energy rebate scams, or cost-of-living payment scams in each of the past three financial years (2022/23, 2023/24, and 2024/25 to date).
- 2. Where possible, please break down the figures by:
 - o Month or quarter;
 - o Age group of the victims (if held);
 - o Type of scam (e.g. text message, phone call, email, doorstep, or other).
- 3. Any recorded data on the total amount of money lost to these scams in each period.
- 4. Any details of successful prosecutions, arrests, or enforcement actions taken relating to these scams.
- I am happy to receive the information in spreadsheet or table format.
- **- No information held, please see the advice and assistance below.**

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



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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.

Staffordshire Police is unable to provide data regarding fraud offences as 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>

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:

IAT@staffordshire.police.uk

Or by Post to:

Information Access Team
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 Information Access Team 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 a Supervisor who is independent from the original Decision Maker. The Information Access Team 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 Supervisor 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.



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4. Conclusion of the Appeal

On completion of the review the Independent Supervisor will reply to the appellant with the result of the review. If the appellant 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 link:
<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Information Access Team