

Decision by the Police and Crime Commissioner for Hertfordshire

Item: Beacon Fraud Hub

Date: 02 March 2021

Decision: The paper was approved at the above Decision-Making Meeting.

It was agreed to endorse the embedding of the Beacon Fraud Hub into core service provision from March 2021 when the initial pilot phase ends. The current service delivery model is to be maintained until more substantive data is available.

Background: In October 2018, the Commissioner agreed the business case to establish a dedicated support hub to a) ensure that victims of fraud in Hertfordshire, who have reported the crime to Action Fraud, receive the same offer of support as all other victims of crimes who report to Hertfordshire Constabulary, and b) to offer support to all victims of fraud in Hertfordshire irrespective of whether they reported the crime.

An initial pilot phase was established to evaluate demand, processes and systems. Then after review, assuming that the pilot delivered proof of concept, the programme would transition into a full systems hub. In the event that demand was not sufficient to support a dedicated team, it was proposed that the additional staff were subsumed into their respective host organisations as there is clear evidence of growing demand for high quality services.

Paper: Beacon Fraud DMM Paper