



Richard De Vere
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Direct line
020 7601 2287

Your ref:
Our ref:
FOI2020/00109

2nd March 2020

Dear Mr De Vere,

REQUEST FOR INFORMATION REF: FOI2020/00109

I write in connection with your request for information dated 7th January in which you seek access to the information stated:

Following Ofcom's change in regulations, I would like to request all data you hold relating to SIM Swap Fraud or mobile operator 'account take over fraud'.

I would specifically like to know the total number of victims analysed 'month by month' for the period of time you hold.

Ideally, I would like to also determine what mobile operator a victim of SIM Swap Fraud was on at the time of the incident.

Please accept this letter as an acknowledgement of receipt of your request, which has been considered under the Freedom of Information Act 2000 (the Act). (FOIA)

DECISION

I can confirm that the City of London Police hold information pertaining to your request.

Please see the attached document which provides statistical data relating to 'sim-swap' fraud in the period shown.

In regards to the total number of victims for this period, I can confirm that in most instances, each report would correspond to one victim and it is therefore reasonable to conclude that the total number of reports equals the total number of victims. However, a more detailed review of each report would be required to confirm this with certainty, and this would involve

significant amount of time spent trawling through each record to determine the number of victims involved. As shown in the enclosed table, there are 4,715 reports recorded on the system and a manual review of each would require on average 2.5 minutes to complete, which means that the total hours spent manually reviewing the total number of reports would be significantly above the threshold stipulated by the FOI legislation. For agencies outside of central Government, this is set at £450 and represents the estimated cost of one person spending 18 hours [at a rate of £25 per hour] determining whether the public authority holds the information. This also includes locating, retrieving and extracting the information requested. This email constitutes a formal Refusal Notice for this part of the request under Section 12(1) of the Freedom of Information Act.

In regards to the mobile operator a victim of this type of fraud was on at the time of the reported incident, please note that there is no field within our intelligence system where this is recorded, therefore the only means of retrieving this information would be to manually review each report to ascertain the mobile operator involved. Therefore, the same exemption applies to this part of the request as outlined in the preceding paragraph.

DUTY TO ADVISE AND ASSIST

Under Section 16 of the Act, there is a duty to advise applicants in making requests for information.

You could narrow down the time period you have requested the data for and a manual review could be conducted of a sample of reports which would fall within the cost threshold of the FOIA.

In keeping with the Freedom of Information Act, we assume that all information can be released to the public unless it is exempt. In line with normal practice we are therefore releasing the information which you requested via the City of London Police website.

I hope that this information meets your requirements. I would like to assure you that we have provided you with all relevant information that the City of London Police holds.

The City of London Police is responsible for an extremely small part of London comprising of the financial square mile in the centre of the City. The resident population is also extremely small comprising of less than 9,000 individuals.

If you are dissatisfied with the handling of your request or the decision which has been reached, you have the right to ask for an internal review. Internal review requests must be submitted within two months of the date of this response and should be addressed to:

Freedom of Information
Information Management Services
Bishopsgate Police Station
182 Bishopsgate
EC2M 4NP
E-mail: foi@city-of-london.pnn.police.uk

Please mark your complaint clearly and remember to quote the reference number in all correspondence. You have the right to ask the Information Commissioner (ICO) to investigate any aspect of your complaint. However, please note that the ICO is likely to expect internal complaints procedures to have been exhausted before beginning his investigation.

Yours sincerely,

Ivan Chardakov