



HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE

Response Date:23/10/2025

2025/1075 - Reports of Winter Fuel Payment Scams

In response to your recent request for information regarding;

- 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.**

A keyword search has been conducted of occurrences between April 2022 to March 2025 for;
"cost of living", "winter fuel", "energy rebate"

Calendar Year	Calendar Month	HO Code	HO Code3	HO Description	Victim Age	Outcome	Summary
2022	November		NFIB90	Other Fraud (Not covered elsewhere)	32	18. Investigation Complete No Suspect Identified	KNOWN OFFENDERS HAVE USED THE IP'S COST OF LIVING PAYMENT AS IT WAS SENT TO HER OLD ADDRESS.
2023	February	049/10	49	Theft if not classified elsewhere	39	18. Investigation Complete No Suspect Identified	UNKNOWN PERSON HAS STOLEN THE IPS COST OF LIVING CHEQUE AND CASHED IT.

Pencadlys yr Heddlu,
Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

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2023	March	008/72	8R	Malicious Comms - Sending letters etc with intent to cause distress or anxiety	37	16. Victim Declines / Withdraws Support - Named Suspect Identified	Victim has contacted NWP reporting that he has received numerous death threats from a known suspect who had also stolen £80 of winter fuel allowance.
2023	March	195/94	8L	Harassment	37	16. Victim Declines / Withdraws Support - Named Suspect Identified	*Additional crime* Victim has contacted NWP reporting that he has received numerous death threats from a known suspect who had also stolen £80 of winter fuel allowance.
2023	July	FRAUD		Non Counting Fraud Crime	73	Non Crime	the IP received a text that claimed to be from DWP stating that the IP was entitled to a £301 cost of living payment. The IP clicked the link to provide his details but the link did not work. No loss reported.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 22/10/2025