



NORFOLK
CONSTABULARY
Our Priority is You

Norfolk Constabulary

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Subject: Operation Radium - Request for Support with Trigger Plan

I am writing to inform you about **Operation Radium**, a Norfolk Constabulary initiative focused on tackling **courier fraud** across the county. We are reaching out to key partner organisations like yours to request support in helping us raise awareness and protect vulnerable members of the community.

What is Operation Radium?

Operation Radium is Norfolk Police's response to the growing threat of **courier fraud** — a type of scam where criminals contact victims by phone, pretending to be from trusted organisations such as the police, government agencies, or banks. Victims are manipulated into withdrawing cash, purchasing high-value items, or sharing sensitive financial information, often under the false promise that the money or items will be returned.

These crimes are typically carried out by individuals known as "**victim communicators**", who may operate alone or as part of a wider group (sometimes referred to as a "boiler room"). In some cases, a courier is sent to collect the money or items — this courier may be knowingly involved or an unwitting participant.

What is the Trigger Plan?

We are developing a **trigger plan** to respond quickly when there is a spike in courier fraud incidents within a specific area over a short period. The aim is to:

- Alert local organisations and services to the increased risk.
- Share key messages with the public to prevent further victimisation.
- Encourage vigilance and reporting of suspicious activity.

When the trigger is activated, Norfolk Police will send out a message containing relevant information and advice. We are asking for your support in **distributing this message to your networks**, including staff, service users, and any other interested parties.

How You Can Help?

Your organisation plays a vital role in the community, and your support could make a real difference in preventing further harm. We would be grateful if you could:

- Agree to receive trigger alerts from us.
- Share these alerts promptly with your contacts.
- Let us know if you identify any related concerns or incidents.

If you are happy to be involved or would like more information, please don't hesitate to get in touch.

Thank you for your time and consideration.

Yours sincerely,

Sergeant Sam Burton
Norfolk Constabulary - Community Safety