

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.pnn.police.uk

Date: 18 June 2021

Your ref: FOI

Our ref: FOI 2021/501

Reply contact name is: Ellie James

Dear ****,

I write in connection with your request for information dated 08 June 2021 concerning investigating complaints of online abuse.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered and having consulted our Learning and Development Unit, the Digital Investigations and Intelligence Unit and our People Development Unit I am now able to respond as follows.

You wrote:

1. Does your force provide training for officers to investigate complaints of online abuse? If yes, can you give an overview of the training given?
2. Does your force provide any internal guidance to police officers investigating cases involving communications sent via social media, other than the CPS Guidelines on prosecuting cases involving communications sent via social media? If yes, please could you provide an overview or a copy of the guidance?

Our response:

1. Does your force provide training for officers to investigate complaints of online abuse? If yes, can you give an overview of the training given?

Wiltshire Police do not provide specific training for investigating complaints of online abuse in the core learning modules, however we do provide separate training in dealing with criminality in the digital environment and training in how to deal with abuse, harassment and controlling and coercive behaviour.



INVESTOR IN PEOPLE

Virtual Learning Modules are available to officers provided by the College of Policing. Please see below available modules;

Tackling Online Grooming v1.3.

This learning provides an explanation of the background to the development of the Tackling Online Grooming (TOG) toolkit, and the evidence base behind it.

The module aims to increase levels of awareness about online grooming through the learning and support products within the toolkit, in order to provide consistency and standardisation in the early response to online grooming investigations.

The module provides explanation of the appropriate actions to determine the type of incident, assess what initial response is required and identify the priority actions that should be taken upon initial attendance.

SCAIDP Module 3 Investigating Child Abuse v4.2

This learning standard will enable learners to develop an appropriate and sensitive approach to identify, assess and respond to allegations of child abuse. Learners will explore the challenges presented by child abuse investigations and risk factors commonly linked to child abuse. Investigation plans, interview strategies and pre-interview briefings for cases of child abuse will also be covered, along with different types of online research including use of the Child Abuse Images Database (CAID). This learning standard will also cover the protocol, policy and procedures associated with the death of a child.

Child Abuse Image Grading & Victim Identification v2.0

The Child Abuse Image Database (CAID) is an investigative and analytical tool which will support investigations into indecent images of children. This learning is designed to provide officers and staff with the appropriate knowledge and skills to effectively and consistently grade indecent images of children in line with national guidelines.

Look Beyond the Obvious Published (video)

Training materials designed to encourage police officers and police staff to look beyond the obvious when dealing with vulnerable people.

Two Step Process to Acquire Digital Evidence.

A briefing describing the process for obtaining material from digital devices in a fair and lawful way. This includes acquiring digital devices from victims, witnesses and suspects using informed agreement and extracting material for a law enforcement purpose under the Data Protection Act 2018.

The video is based on the APP for extracting material from digital devices.

Operation modify: Improving Digital Thinking.

Operation Modify lets you take control of a series of crime scenes, uncovering all of the digital evidence found at different scenes and improve your knowledge of digital investigation.

The ten episodes transport you and your virtual partner to a series of crime scenes where you will discover digital opportunities to help your investigations.

You'll put your knowledge of digital investigation to the test as you interact with each new scene – talking to witnesses, discovering evidence, and making decisions.

Episodes will be released every fortnight, launch them sequentially to follow the story. At the end, there'll be the opportunity to test your knowledge and see how the final Verdict plays out.

Investigating Digital Communications v1.2.

This learning is intended to provide the skills required to identify and develop investigative opportunities and where appropriate, adduce the product into evidence.

Introduction to Investigations v1.0.

This module will enable personnel whose actions or inactions may have a positive or negative impact on an investigation, to possess and use the knowledge, understanding and skills to conduct an initial assessment of the situation and consider the best approach as a first contact. They will also be able to explain how personal attitudes, values and biases can impact on an investigation and the importance of vulnerable people being appropriately supported. Learners will be able to describe the law, policy and guidance in relation to victims and witnesses, the initial response involving digital devices, the evidence that may be obtained during an investigation and the processes for managing the evidence retention and provision of materials during an investigation.

Internet, Intelligence and Investigation – Covert Investigator

This learning provides how to conduct covert internet investigations for investigative or intelligence purposes. The module will look at the process for identifying relevant sources of material from the internet by utilising or deploying covert techniques and the risks of such techniques. It then outlines basic steps that should be taken so that material gathered through covert internet investigations can be used as evidence.

Digital Media Investigator – Unlocking Digital Potential.

This animation covers how Digital Media Investigators can help set the digital strategy which can include Communications Data, Radio Frequency Propagation Survey, internet research including social media, wifi and vehicle data. It also covers “digital hygiene” and how personal devices and connectivity can affect a digital crime scene.

Digital Media Investigator – Managing the Digital Mountain.

This animation provides an overview of the DMI capabilities including how they can assist in investigations and create digital media strategies for collecting and analysing targeted digital data.

Further training can be obtained from the College of Policing, information about courses can be found on their website [here](#)

2. Does your force provide any internal guidance to police officers investigating cases involving communications sent via social media, other than the CPS Guidelines on prosecuting cases involving communications sent via social media? If yes, please could you provide an overview or a copy of the guidance?

Wiltshire Police have a Digital Investigation and Intelligence Unit (DIIU) who offer advice and guidance along with nominated subject matter experts who are available across the organisation to assist with Digital Investigation.

Overview of DIIU guidance:

DIIU assist officers by highlighting best practice in the recovery of online abuse material for evidential purposes and directs officers on what information is required so they can look to identify potential “abuse posters”.

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Ellie James

Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure, details can be found on the following page.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101 ext 62005

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire 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 to the:
Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.pnn.police.uk.

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 Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit 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 twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker 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.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant 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 details:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk