

**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: 28 July 2021

Your ref: FOI

Our ref: FOI 2021/602

Reply contact name is: Ellie James

Dear ****,

I write in connection with your request for information dated 15 July 2021 concerning Online Racial 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 Business Intelligence Unit and Learning and Development Team I am now able to respond as follows.

You wrote:

- 1) How many incidents of online Racial abuse were reported to your force between 01/01/2020 and 01/01/2021?
- 2) What was the self-defined ethnicity of the complainant in these reports?
- 3) What was the gender of the complainants in these reports?
- 4) How many of these reports were recorded as a crime?
- 5) How many complainants stated they knew the abuser?
- 6) How many complainants stated they did not know the abuser?
- 7) Please list the reason for closure of the report incidents and crimes during the date range of 01/01/2020 and 01/01/2021?
- 8) How many of the reports were closed with the officer in the case stating the use of anonymity techniques (e.g VPN, Proxy server, not providing true details to social media, fake accounts) as the reason for not identifying the offender?
- 9) How many of these reports were closed due to lack of information provided by Social media companies?



INVESTOR IN PEOPLE

10) How many of these reports have resulted in some form of a prosecution? (e.g, caution, restorative justice or charged to court)

11) How many reports have been finalised due to the complainant withdrawing their complaint?

12) Please outline which department investigates incidents of online abuse and whether this department receives any specific training around investigating online crime

Our response:

Please see attached spreadsheet for answers 1 – 11.

12) Please outline which department investigates incidents of online abuse and whether this department receives any specific training around investigating online crime

All Police Officers investigate complaints of online abuse. 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. Virtual Learning Modules are also available to officers and these are provided by the College of Policing.

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. 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