



Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN

Date: 27/11/2025

Our ref: FOI 2025/943

Reply contact name: XXXXX

Dear XXXXX

I write in connection with your request for information dated 05/10/2025 concerning Non Hate Crime Incidents.

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 I am able to respond as follows.

You wrote and Our Response.

The following questions are exempt under Section 12, Exemption where cost of compliance exceeds appropriate limit. Under the circumstances I am absolutely confident that to locate, retrieve and extract the information you seek would by far exceed the time obligations upon this authority to comply, and in so doing would exceed the fees limits. This is set at £450 calculated at a flat rate of £25 per hour for those work activities comprising of confirming the information is held, locating it, retrieving it and extracting it. Therefore the whole of the request should fall under the exemption of section 12 of the Freedom of Information Act 2000. There are over 615 occurrences to review to assist with your questions below.

Please state the total number of NCHIs recorded between 4 June 2023 and the date of implementation of the 2023 Guidance by the **Wiltshire Police**:

- (a) Where the NCHI data has not been recorded as having been reviewed or been otherwise removed.

- (b) Where the NCHI data was deleted, without substantive review, because a relevant data retention period elapsed.
- (c) Where the NCHI data has been recorded as having been reviewed and then deleted.
- (d) Where the NCHI data has been recorded as having been reviewed, and then retained but under a different categorisation (i.e. no longer as an NCHI).
- (e) Where the NCHI data has been both recorded as having been reviewed and then retained.
- **This can only be answered by giving the number of crimes and niche incidents with one or more Prejudice NICL Qualifier. There were x615 occurrences so too many to read individually to answer Qs a-e within the 18hrs time limit.**

Please state the total number of different persons against whom an NCHI was recorded in each of categories (a) to (e) of question 18 above. If no individual has more than one NCHI recorded against them in any of the above categories, please say so.

- **This can only be answered by giving the number of crimes and niche incidents with one or more Prejudice NICL Qualifier. There were x615 occurrences, To read individually this would exceed the 18hrs time limit.**

Period 1: from implementation of the 2014 HCOG until the Court of Appeal decision in *R (Miller) v College of Policing* [2021] EWCA Civ 1926, handed down on 20 December 2021

Please state the total number of NCHIs recorded between the introduction of the HCOG and 20 December 2021.

Please state the total number of persons who have had NCHIs recorded against them between the introduction of the HCOG and 20 December 2021.

Please state the total number of NCHIs recorded before 20 December 2021:

- (a) Where the NCHI data has not been recorded as having been reviewed or been otherwise removed.
- (b) Where the NCHI data was deleted, without substantive review, because a relevant data retention period elapsed.

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- (c) Where the NCHI data has been recorded as having been reviewed and then deleted.
- (d) Where the NCHI data has been recorded as having been reviewed, and then retained but under a different categorisation (i.e. no longer as an NCHI).
- (e) Where the NCHI data has been both recorded as having been reviewed and then retained.

Please state the total number of different persons against whom an NCHI was recorded in each of categories (a) to (e) of question 9 above. If no individual has more than one NCHI recorded against them in any of the above categories, please say so.

- **Questions A-E There is No data – we began recording NCHIs in January 2024. During this time period we have x5,820 crimes and niche incidents recorded with one or more Prejudice NI/CL Qualifiers. To read individually this would exceed the 18hrs time limit.**

Period 2: from the day after the Court of Appeal decision in Miller (i.e. 21 December 2021) until the publication of the 2023 Guidance on 3 June 2023

Please state the total number of NCHIs recorded between 21 December 2021 and 3 June 2023:

- (a) Where the NCHI data has not been recorded as having been reviewed or been otherwise removed.
- (b) Where the NCHI data was deleted, without substantive review, because a relevant data retention period elapsed.
- (c) Where the NCHI data has been recorded as having been reviewed and then deleted.
- (d) Where the NCHI data has been recorded as having been reviewed, and then retained but under a different categorisation (i.e. no longer as an NCHI).
- (e) Where the NCHI data has been both recorded as having been reviewed and then retained.

Please state the total number of different persons against whom an NCHI was recorded in each of categories (a) to (e) of question 13 above. If no individual has more than one NCHI recorded against them in any of the above categories, please say so.

- **Questions A-E – There is no data – we began recording NCHIs in January 2024. During this time period we have x1,599 crimes and niche incidents recorded with one or more Prejudice NICL Qualifiers. To read individually this would exceed the 18hrs time limit.**

Please state the total number of persons who have had NCHIs recorded against them between 4 June 2023 and the date of implementation of the 2023 Guidance by the **Wiltshire Police**.

- **This can only be answered by giving the number people with the person role of Aggrieved for crimes and niche incidents with one or more Prejudice NICL Qualifier There were x495 people Aggrieved. To read individually this would exceed the 18hrs time limit.**

You wrote and Our Response.

The following questions are exempt under Section 21, Section 21: Information accessible to applicant by other means. (1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

Please see links below to documents which will assist with your questions.

Please provide copies of any internal guidance or policy documents relating to the application of:

- (a) The *National Standard for Incident Recording* published by the Home Office in 2011;
[Niche RMS Minimum Data Quality Standards](#)
- (b) The HCOG; and/or
 - [Hate Crime Policy and Procedure](#)
- (c) The *Non-Crime Hate Incidents: Code of Practice on the Recording and Retention of Personal Data* published by the College of Policing in 2023 (the "**2023 Guidance**").
 - [Microsoft Word - Non crime hate incidents guide 2024](#)

Please also provide any other guidance or internal policy documents used by police officers in relation to the NCHI recording or review process.

- [Microsoft Word - Non crime hate incidents guide 2024](#)

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You wrote and Our Response.

Ordinarily under our section 16 duty to provide advice and assistance, we would advise you of a way to refine your request to a more manageable level. Our business Intelligence team have been able to assist with the following questions, please see the below as a gesture of good will,

Please provide information on the total number of NCHIs currently (as at the date of this request) recorded by the **Wiltshire Police**.

- **X 67 NCHIs recorded as of 11/11/2025**

Please provide information on the total number of NCHI recorded by the **Wiltshire Police** since the introduction of the 2014 *Hate Crime Operational Guidance* published by the College of Policing (the “**HCOG**”).

- **We did not start recording NCHIs until January 2024.**

Please provide a description of the database(s) on which NCHIs are first recorded and any database(s) to which they are (or may be) transferred. (Please provide further information if these databases have changed at any point since 2014.)

- **Calls and OCRs into our Crime Communication Centre are originally captured on Storm Logs through 111 or 999 calls and then transferred over to Niche (Wiltshire Police System) where they are given an occurrence number, if they meet the criteria for being a crime or niche incident.**

Please provide details (including copies where possible) of any policies and procedures relating to the steps the **Wiltshire Police** takes to remove NCHI data upon the expiration of any relevant data retention periods (for example, upon the expiration of a six-year limitation period).

- **We do not have a specific Force policy covering NCHI data upon the expiration of any relevant data retention periods. Wiltshire Police follow the Home Office Non-Crime Hate Incidents: Code of Practice on the Recording and Retention of Personal Data. Section 5 states that NCHI are reviewed every 6 years and that the record will be deleted if it is no longer relevant to mitigating a real risk of significant harm to individuals or groups.**

Period 3: since the publication of the 2023 Guidance on 3 June 2023

Please state the total number of NCHIs recorded during this period.

- **X 67**

Please state the date when the **Wiltshire Police** implemented the Non-Crime Hate Incidents: Code of Practice on the Recording and Retention of Personal Data (the “**2023 Guidance**”).

- **January 2024**

Please state the total number of different persons against whom an NCHI has been recorded after the implementation of the 2023 Guidance by the **Wiltshire Police**.

- **X42. Please note not all NCHIs will have an Aggrieved person listed, such as reports of online comments which are not directed at a particular individual.**

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

Force Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN



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.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 Fol 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

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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

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>