

WILTSHIRE POLICE



XXXXXXXXX
By email

**Force Disclosure Unit
Police Headquarters**
London Road
DEVIZES
Wiltshire
SN10 2DN

Date 18th March 2026

Our Ref FOI 2026-248

Dear XXXXX,

I write in connection with your request for information dated 2nd March 2026, concerning training and quality assurance for hate crimes and non-crime hate incidents (NCHIs).

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.

Following receipt of your request, research was conducted by the Force Training Team, Student Officer Training and Assessment Team, Crime Standards department and Contact Management Performance & Improvement department at Wiltshire Police.

Your request for information has now been considered and I am able to respond as follows.

You wrote and our response:

I am writing to request information under the Freedom of Information Act 2000 relating to training and quality assurance processes within your force.

Please provide the following information:

1. Training Provision (as at the date of this request)

- a) Whether police officers and/or police staff receive training relating to the identification and recording of:
 - Hate crime
 - Non-Crime Hate Incidents (NCHI)

The Police Officer, Crime Communication Centre Operatives and PCSO entry routes cover this. This is not covered in the new police staff starter induction, which focuses more on a welcome to the organisation and does not cover any law elements.

- b) If such training is provided, please indicate:
 - Whether the training is mandatory or optional

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- Whether it forms part of:
 - Initial training only
 - Refresher training only
 - Both initial and refresher training
- The format of the training (e.g. classroom-based, online module, blended learning, part of initial police learning and development programme)

This Training is provided to Police Officer Recruits and is a mandatory part of their initial training. The format of which is classroom delivery. It is delivered by our ED&I Trainer and an operational hate crime advisor. This is to give the best theoretical and practical delivery to new police officers.

c) If available, please state:

- The approximate duration of the training (e.g. number of hours), and
- The date the current training package was last updated or reviewed.

The hate crime session is a three hour session, which forms part of a day of lessons surrounding equality, diversity and inclusion. The last update was October 2024.

2. Quality Assurance

- a) Whether your force has internal processes for reviewing, auditing, or supervising hate crime or NCHI recording decisions.
- b) If so, please briefly describe the nature of these processes (e.g. supervisory review, dip sampling, internal audit, dedicated hate crime lead).

Wiltshire Police do not audit hate crime specifically, unless we are commissioned to do so, however these records are included in any audit we conduct for accuracy of crime recording. If these records appear in the randomly selected audit sample, they will be reviewed.

Hate crime is included in our crime validation reviews (conducted daily) reviewing crime records from the previous 24 hours. If a hate crime has been reported in that previous 24 hours, then we will have those records available for review.

If a hate crime or NCHI is recorded, there is a Special Operating Procedure attached to the incident type. This contains a flow chart to be followed in the Crime and Communications Centre to ensure the Force Incident Manager oversees all hate crime and NCHI.

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,

FDU 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



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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 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 to contact them, please visit <https://ico.org.uk/global/contact-us/>

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