Dear Mr King,

Please accept my profuse apologies for the delay in me writing this reply to your request for an internal review of your request for information.

In your request for a review you state that the information you were given in answer to your first question was not the information you sought. You state in your email ‘I was seeking the numbers of people who made contact to report hate crimes/hate incidents’. The table you were provided with includes the number of victims who have reported hate crime and incidents to Wiltshire Police in 2009, 2010 & 2011. The numbers are included as quarterly figures along the bottom of each table. To assist you the totals are:

- 2009 – 704
- 2010 – 680
- 2011 – 432

You also asked that I review the information given in reply to your question 6, which was ‘If you carry out any survey of satisfaction levels of victims contacting the force and making them aware they believe they are being subjected to these offences, can I please see the public’s satisfaction with the way in which you handle these matters?’ As the Force does not hold satisfaction survey data specifically relating to hate crime, rather than merely tell you that we have no information, we sought to assist you by providing information we believed may be relevant to you. I’m sorry that what was provided did not assist you, but it is quite simply that the Force does not hold the data you seek with this question.

If you are still dissatisfied following this review you have the right to direct your comments to the Information Commissioner (www.informationcommissioner.gov.uk)

Yours sincerely,

Andrew McConaghy
Force Disclosure Manager