

24 June 2019

**Freedom of Information Request - Reference No: 20191252**

**REQUEST**

**1) Can you please tell me how many incidents have been reported to your police force of hate crime via social media in the year ending March 2019?**

**2) Can you please break the above information in question 1 down via particular social media channel? For example, was the hate crime reported via Snapchat, Instagram, Twitter or Facebook or another social media channel?**

**3) For each of the incidents of hate crime, can you tell me the nature of the hate crime? EG, was it racist, religious, disability, homophobic, transphobic or something else?**

**4) For each of the above questions (1,2,3), can I ask the same questions please for the year ending March 2018?**

**RESPONSE**

I approached our Crime Management Data Returns Officer for assistance with your request. The CMS system and Connect System is used to record complaints or allegations of those matters, which the Home Office specify should be recorded as 'crimes'.

She conducted a search of the two crime management systems. (CMS - our legacy system which provides data up to 4th December 2017 and our new CONNECT system which records crimes from that date onwards)

She provided me with the enclosed spreadsheet in response and the following explanation regarding her search criteria:

*There is no generic marker within CMS(ii) or CONNECT for 'SOCIAL MEDIA', therefore I have searched for the specified social media apps using a free text keyword search within the CMS(ii) Circumstances of offence free text and the INITIAL MO free text within CONNECT. However, this may not accurately identify what is potentially recorded on the crime systems due to spelling variations/errors. Some offences may mention more than one type of social media.*

*I have only searched for the specified social media platforms, the requester would have to advise should they be interested in any other platforms.*

*CMS(ii) Data –*

*I have included a count of offences recorded for CONNECT the CMS(ii) crime register between 01-Apr-2017 and 04-Dec-2017 recorded with a Hate Aggravating Factor, of this count I have provided a breakdown by the Online Crime Indicator.*

*Of the offence count, the following number of offences mention the specified Social Media platforms -*

*SNAPCHAT – 6  
INSTAGRAM - 3  
TWITTER – 2  
FACEBOOK – 45*

*CONNECT Data –*

*I have included a count of offences recorded on CONNECT between 04-Dec-2017 and 31-Mar-2019 recorded with a Hate Indicator, of this count I have provided a breakdown by the Online Crime Indicator.*

*Of the offence count, the following number of offences mention the specified Social Media platforms -*

*SNAPCHAT – 9  
INSTAGRAM - 6  
TWITTER – 2  
FACEBOOK – 56*

*We can only search the Initial MO free text within CONNECT, we cannot extract data based on 'Investigation Summary', therefore results for CONNECT may not accurately reflect what is potentially recorded.*