

Date: 29/09/2025
Our ref: 01/FOI/25/015517/Q

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/015517/Q

I write in connection with your request for information dated 19/09/2025, received by Greater Manchester Police (GMP) for the following information:

It has been reported that freedom of Information and Ministry of Justice data suggest that in 2023, 35 (out of 43) police forces in England and Wales made over 12,000 arrests for offences under the Malicious Communications Act 1988 and Communications Act 2003, equating to over 30 arrests per day.

In respect of your police force, please can you tell me; in 2023, for each monitored thread (including age if you record that):

- 1) How many incidents were recorded/reported in terms of malicious communications; i.e., potentially offensive social media activity.***
- 2) How many investigations resulted from those complaints?***
- 3) How many non-crime hate incidents were recorded as a consequence of those investigations?***
- 4) How many arrests were made in respect of the incidents***
- 5) How many arrests resulted in***
 - a) No further action?***
 - b) Formal caution?***
 - c) Charge?***

Clarification – I am referring to the number of incidents reported by the public in relation to potentially offensive social media activity such as hate speech, terror threats etc.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate the requested information and I can confirm the information requested is held by GMP.

Caveats:

In July 2019, GMP implemented one of the largest IT infrastructure changes in UK policing. The systems are in continual development and the data provided for this request is what the systems currently hold.

This data contains D50 (malicious communications) incidents with a created date between 01/01/2023 and 31/12/2023, excluding incidents with a closing code of L10 Duplicate, L19 Error or L22 Test or training.

We are aware of a system issue that allows custody records to be created without being linked to a crime record, where a crime has been created on the system for the same instance. This is incorrect and will affect reporting which relies on custody and crime records being linked.

- 1) 15,249 incidents (D50 – Malicious communications)
- 2) All incidents are investigated
- 3) 24 non-crime hate incidents
- 4) 929 custody records
 - 5a) 558 NFA
 - 5b) 55 cautions
 - 5c) 220 charges