

**Police Headquarters**

London Road
DEVIZES
Wiltshire
SN10 2DN

Date: 22/10/2025

Our ref: FOI 2025/945

Reply contact name:

Dear XXXXX,

I write in connection with your request for information dated 06/10/2025 concerning offences under the Malicious Communications Act 1988 and Communications Act 2003.

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:

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 complaints were recorded?
- 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 complaints
- 5) How many arrests resulted in
 - a) No further action?
 - b) Formal caution?
 - c) Charge?

Response:

Please note:

For the Communications Act 2003, our data excludes sec 125 & 126

- 1. X1292 occurrences recorded**
- 2. All occurrences had an initial investigation, but x11 were found to have no evidence to facilitate a full investigation**
- 3. X0**
- 4. x123 occurrences had a person arrested**
- 5. A x1,144**

B x15

C x31

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 FoI 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

Keeping Wiltshire Safe

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