

Gloucestershire Constabulary
Police Headquarters
No.1 Waterwells, Waterwells Drive
Quedgeley, Gloucester. GL2 2AN
www.gloucestershire.police.uk



Your reference:

Our reference: FOI_26_0394

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 18/05/26

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0394

On 24/04/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

Following the Freedom of Information Act, please provide me the following:

1. The number of recorded incidents in each of the past three years involving:

- Offensive communications
- Malicious communications
- Online harassment

2. The number that resulted in:

Arrest

Charge

AND

3. The number of staff assigned to social media monitoring, open-source intelligence (OSINT), or online investigations

4. The annual cost of these teams

5. Any software platforms used (e.g. monitoring tools) and the cost of such tools

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

Unfortunately, for part 2 of your request, there is no way of electronically retrieving the information you have requested regarding charges. This is because the Arrest Recording system's primary function is to assist the Constabulary in adhering to Code C of the Police and Criminal Evidence Act. As such, the system does not record arrests as per the Home Office Crime Recording Rules but instead by Reason for Arrest (RFA) Categories.

I would advise you that whilst the Constabulary's crime recording system follows the Home Office Counting Rules for recorded crime, this is not the case with arrest data. We therefore cannot link arrests to crimes and are unable to extract electronically any meaningful data for the outcome of "charge" resulting from arrests. For example, an offender may be arrested for handling stolen goods but on investigation, they may be charged with burglary and other offences. The crime recorded will therefore be different to the reason for arrest. Alternatively, an offender may be arrested on suspicion of several offences but may only be charged with one of the offences. To ascertain if the records are linked to answer your request, we would have to manually review each of the cases. Therefore, in relation to this part of your request, Section 12 applies.

Section 12(1) – Fee Regulations states:

Section 1(1) of the Act does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit. (As detailed in the Data Protection and Freedom of Information Fees Regulations of 2004)

The appropriate limit at the moment is £450 calculated at an hourly rate of £25 per hour for all staff time incurred in:

- i. Determining whether information is held
- ii. Locating it
- iii. Retrieving it
- iv. Extracting the information to be disclosed from the other information.

In accordance with the Act, this letter represents a Refusal Notice for your request.

Providing Information Outside of the Act

By way of assistance and although excess cost removes the Force's obligations under the Freedom of Information Act, we have supplied the information relevant to your request which has already been retrieved. We trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

Following receipt of your request, one of the Constabulary's subject experts conducted a search for the information you asked for and the responses are set out below.

Police Forces in the United Kingdom are routinely required to provide statistics to government bodies, and the recording criteria is set nationally. However, the systems used for recording these figures are not generic, nor are the procedures used locally in capturing the data. It should be noted that for these reasons the figures given relate to information from the specific recording system of Gloucestershire Constabulary and should not be used for comparison purposes with any other response you receive.

Please note that our systems are designed to record information for policing purposes and the investigation of crime and not to extract statistical information. Accordingly, whilst we

endeavour to extract relevant data within the time limits of the Act, any data supplied is subject to these limitations.

1. Please see data set below
2. Please see data set below

	2023	2024	2025
Malicious Communications Crimes	2003	1072	685
Charged	46	21	13
Online Harassment Crimes	222	355	359
Charged	14	13	4

3. The number of staff assigned to social media monitoring is 0.
4. The annual cost cannot be estimated as there is no one assigned solely to this area and OSINT work forms part of roles.
5. No monitoring tools are used.

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

The Information Commissioner can be contacted via the following means:

Website - <https://ico.org.uk/>

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post – Information Commissioner's Office
 Wycliffe House
 Water Lane
 Wilmslow
 Cheshire
 SK9 5AF

Yours sincerely,

Disclosure Officer
 Gloucestershire Constabulary