



HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE

Response Date:13/05/2026

2026/431 - Social media monitoring units & Online Policing

In response to your recent request for information regarding;

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

Malicious Communications and Harassment have Home Office Offence Categories . We have provided data based on Malicious Communications Category and Harassment Category where there is a cyber enabled/dependent local qualifier.

Harassment Offence Category Offence Codes	
HO Code	HO Description
008/29	Breach of conditions of injunction against harassment
008/30	Putting people in fear of violence
008/31	Breach of a restraining order issued on conviction. Sentencing Act 2020 Sec 363 (1) & (2)
008/31A	Breach of a restraining order
008/31B	Harassment - Breach of a restraining order on conviction - Sentencing Act 2020
008/56	Racially or religiously aggravated harassment or stalking without violence
008/58	Racially or religiously aggravated harassment or stalking with fear of violence
125/68	Harassment etc. of a person in his home
195/94	Harassment

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Yn gwneud Gogledd Cymru'r lle mwyaf diogel i fyw, gweithio ac ymweld yn y DU
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Harassment Offence Categories + Cyber Enabled/Dependent Local Qualifier			
Calendar Year	Total Occurrences	Arrest Occurrences	Charge Occurrences
2023	644	32	30
2024	1155	69	32
2025	1514	91	39

Malicious Communications Offence Category Offences	
HO Code	HO Description
005/28	Send communication threatening death or serious harm
008/71	Disclose or threats to disclose private sexual photographs / film with intent to cause distress. Criminal Justice and Courts Act 2015 Sec 33 (1) (9) amended by Domestic Abuse Act 2021 Sec 69
008/72	Malicious Comms - Sending letters etc with intent to cause distress or anxiety
138/52	Send false communication with intent to cause harm

Malicious Communications Offence Category			
Calendar Year	Total Occurrences	Arrest Occurrences	Charge Occurrences
2023	2368	131	90
2024	1389	71	45
2025	1183	76	32

There is no specific offence category for offensive communications. We have provided data relating to other offences under Communications Act / Online Safety Act which don't fall under the Malicious Communications/Harassment categories.

Calendar Year		Total Occurrences	Arrest Occurrences	Charge Occurrences
2023	Cause to be sent by public communication network a false message to cause annoyance inconvenience anxiety recordable	7	0	0
	Cause to be sent by public communication network an offensive indecent obscene menacing message matter recordable	3	1	1
	Persistently make use of public communication network to cause annoyance inconvenience anxiety recordable	22	7	9
	Send by public communication network an offensive indecent obscene menacing message matter recordable	37	4	6
	Send false message by public electronic communication network to cause annoyance inconvenience or anxiety recordable	4	0	0

Calendar Year		Total Occurrences	Arrest Occurrences	Charge Occurrences
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2024	Cause to be sent by public communication network a false message to cause annoyance inconvenience anxiety recordable	4	0	0
	Cause to be sent by public communication network an offensive indecent obscene menacing message matter recordable	1	0	0
	Encouraging or assisting serious self-harm	8	0	0
	Persistently make use of public communication network to cause annoyance inconvenience anxiety recordable	24	14	9
	Send by public communication network an offensive indecent obscene menacing message matter recordable	34	2	3
	Send false communication with intent to cause harm	55	1	1
	Send false message by public electronic communication network to cause annoyance inconvenience or anxiety recordable	8	1	2

Calendar Year		Total Occurrences	Arrest Occurrences	Charge Occurrences
2025	Cause to be sent by public communication network a false message to cause annoyance inconvenience anxiety recordable	29	0	0
	Cause to be sent by public communication network an offensive indecent obscene menacing message matter recordable	6	0	0
	Encouraging or assisting serious self-harm	16	0	0
	Persistently make use of public communication network to cause annoyance inconvenience anxiety recordable	100	16	12
	Send by public communication network an offensive indecent obscene menacing message matter recordable	190	9	3
	Send false communication with intent to cause harm	37	1	0
	Send false message by public electronic communication network to cause annoyance inconvenience or anxiety recordable	1	0	0

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

North Wales Police do not have a dedicated team assigned to social media monitoring, open-source intelligence (OSINT), or online investigations. This function is carried out by staff within various teams throughout the organisation who having varying levels of training and capability in OSINT.

4. The annual cost of these teams

N/A - There is no dedicated team.

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

North Wales police do not use any monitoring tools.

North Wales Police use Chorus Intelligence and Long Arm platforms for open-source intelligence and online investigations.

Internet Investigation Solutions - £34,480
Chorus Intelligence Limited - £242,136

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 11/05/2026