

**Information Governance Unit
Information Management Branch**

23 July 2009

Dear XXXX

FREEDOM OF INFORMATION REQUEST REFERENCE NO: XXXX

I write in connection with your request for information dated 25/06/2009, which was received by Greater Manchester Police on 25/06/2009, for the following information:

- Please can you state for your police force area how many incidents have been dealt with which would be classified as "Hoax Calls to Emergency Services" according to the National Incident Category List (NICL). I would like this information for each year since 2004.

Following receipt of your request searches were conducted within Greater Manchester Police to locate information relevant to your request. I can confirm that the information you have requested is held by Greater Manchester Police.

Please note, information prior to April 2005 is not easily retrievable and therefore, the cost of providing you with this information is above the amount to which we are legally required to respond i.e. the cost of locating and retrieving the information exceeds the 'appropriate level' as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. Namely, £450.00(over 18 hours work) to comply with your request.

Therefore, in accordance with Section 12(1) of the Freedom of Information Act 2000, this letter acts as a Refusal Notice for this part of your request.

Information from April 2005 is as follows;

April 2005 to March 2006 = 8131

April 2006 to March 2007 = 8320

April 2007 to March 2008 = 8968

April 2008 to March 2009 = 10140

Please note; Greater Manchester Police sought to implement the National Standard for Incident Recording (NSIR) at its inception, however in common with other forces, the

Information Governance Unit, Information Management Branch, Police Headquarters,
Chester House, Boyer Street, Manchester M16 0RE

Tel: 0161 856 2529/2668, Fax: 0161 856 2535, Minicom: 0161 872 6633,

Email: freedomofinformation@gmp.police.uk

interpretation of situations, potential overlap of codes and constant change to counting rules, prioritisation and definitions at national level has led to a lack of clarity and consistency.

Greater Manchester Police have reviewed the policies & procedures and are due to re-launch a much improved, practical tool to ensure that this consistency is achieved. Along with this will come structured and risk-based audits to reinforce the principles of NSIR. Interpretation of what is a 'hoax' call' by staff has therefore been inconsistent and some calls may have been finalised as such, which would not have been under the new guidance.

Furthermore, Police forces in the United Kingdom are routinely required to provide crime 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 crime data. It should be noted for these reasons this forces response to your questions should not be used for comparison purposes with any other response you may receive.

Complaint Rights

Your attention is drawn to the attached sheet, which details your right of complaint.

Should you have any further inquiries concerning this matter, please write or contact me, on telephone number 0161 856 2529 quoting the reference number above.

Yours sincerely,

Information Access Officer

COMPLAINT RIGHTS

Are you unhappy with how your request has been handled or do you think the decision is incorrect?

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You have the right to require Greater Manchester Police to review their decision.

Prior to lodging a formal complaint you are welcome and encouraged to discuss the decision with the case officer that dealt with your request.

Ask to have the decision looked at again –

The quickest and easiest way to have the decision looked at again is to telephone the case officer that is nominated at the end of your decision letter.

That person will be able to discuss the decision, explain any issues and assist with any problems.

Complaint

If you are dissatisfied with the handling procedures or the decision of Greater Manchester Police made under the Freedom of Information Act 2000 regarding access to information, you can lodge a complaint with Greater Manchester Police to have the decision reviewed.

Complaints should be made in writing and addressed to:

Freedom of Information Officer
Information Governance Unit, Information Management Branch
Greater Manchester Police
Police Headquarters
Chester House
Boyer Street
Manchester
M16 0RE

The Information Commissioner

After lodging a complaint with Greater Manchester Police if you are still dissatisfied with the decision you can make an application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make an application to the Information Commissioner please visit their website at www.informationcommissioner.gov.uk. Alternatively, phone or write to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: 01625 545 700