

**Information Governance Unit
Information Management Branch**

02 January 2009

Dear XXXX

FREEDOM OF INFORMATION REQUEST REFERENCE NO: XXXX

I write in connection with your request for information dated 02/12/2008, which was received by Greater Manchester Police on 02/12/2008, for the following information:

- Question 1. What is the total number of emergency calls made in the periods 2007-08, 2006-07 and 2005-06?
- Question 2. What is the longest time it took to answer a 999 emergency call in the periods 2007-08, 2006-07 and 2005-06?
- Question 3. What were the circumstances of these calls?
- Question 4. What is the target time for answering an emergency call?
- Question 5. What is the longest time it took to answer a non-emergency call in the periods 2007-08, 2006-07 and 2005-06.
- Question 6. What were the circumstances of these calls?
- Question 7. What is the target time for answering a non-emergency call?
- Question 8. How many were kept waiting for more than a minute in the year 2007-2008?
- Question 9. How many calls were answered, according to the latest figures, within the target time?

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.

Result Of Searches

Question 1. The total number of emergency calls made for the requested periods were as follows: 2005/06 – 747,224, 2006/07 – 751,380, 2007/08 – 662,284

Question 2. The longest time it took to answer a 999 emergency call for the requested periods were as follows: *All timings in seconds* 2005/06 – 411 (Avg. 12.3) 2006/07 – 922 (Avg. 5.4) 2007/08 – 462 (Avg. 4.2).

Question 3. Greater Manchester Police does not hold this information in an easily retrievable format, the cost of determining if the information is held, locating and retrieving the information exceeds the 'appropriate level' as stated in the Freedom of Information (Fees and appropriate limit) Regulations 2004. It is estimated that it would cost more than £450 to comply with your request.

In order to supply the requested information, Greater Manchester Police call recording system, would need to be manually searched to establish the day the delay occurred.

Not only would this process be extremely time consuming, which would clearly be exceeding the cost threshold in this case, but there would be no guarantee of accuracy due to the number of calls which would have to be viewed. In accordance with the Freedom of Information Act 2000, this part of your request is refused.

Question 4. The target time for answering an emergency call is 90% within 30 seconds.

Question 5. The longest time it took to answer a non-emergency call for the requested period were as follows: *All timings in seconds* 2005/06 – 8342 (Avg. 87.1) 2006/07 – 9479 (Avg. 75.8), 2007/08 – 2743 (Avg. 44.8).

Question 6. Please see answer to question 3.

Question 7. Please see answer to question 4.

Question 8. The number of calls kept waiting for more than a minute for the requested periods were as follows: 999 waiting more than a minute – 15,853 (this equates to 2.43% of the total call volume). Non emergency waiting more than a minute – 133,793 (this equates to 17.67% of the total call volume).

Question 9. As at 09.12.08 the daily performance of the number of calls answered within target were as follows: 999 performance – 92.4%. Non emergency performance – 62.7%. Switchboard performance – 98.5% (target 90% calls in 30 seconds)

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 2528 quoting the reference number above.

Yours sincerely,

Information Access Team