

**Information Governance Unit
Information Management Branch**

21 July 2008

Dear XXXX

FREEDOM OF INFORMATION REQUEST REFERENCE NO: XXXX

I write in connection with your request for information dated 19/06/2008, which was received by Greater Manchester Police on 23/06/2008, for the following information:

1. The total number of emergency (999) calls received by your force between 1st April 2007 and 31st March 2008.
2. I am aware that all police forces grade the emergency calls that they receive and I would ask for your forces response time for each grade of call received in the same period.
3. The number of calls received as a result of intruder alarm activations for the same period.
4. The number of calls received as a result of personal attack alarm activations for the same period.
5. The number of reported crimes received for all offences of burglary, (Home Office classification codes 28 to 31) for the same period.

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 999 calls April 07 – March 08 was 662,297.

Question 2. Please see attached information.

Question 3. The requested information are as follows:

Incidents created on (Central Monitoring/Intruder) - 13247

Incidents created on (Police Installed Alarms) - 2299

Incidents created on (Audible only alarm) - 6873

Question 4. Information is as follows:

Incidents created on (Personal attack) - 5078

The information provided for questions 3 & 4 relates only to incidents created. Therefore, please note there may have been a small number of further calls regarding an alarm activation, that may not have generated an incident log because the incident may have already been created.

Question 5. The number of reported crimes for Financial Year 07/08 for codes 28-31 are as follows:

Code 28, Burglary of Dwelling – 21405

Code 29, Aggravated Burglary Of Dwelling – 181

Code 30, Burglary Other Than Dwelling – 19126

Code 31, Aggravated Burglary Other – 19

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 2528 quoting the reference number above.

Yours sincerely,