

**Information Governance Unit
Information Management Branch**

XXXX

29th July 2010

Dear XXXX

FREEDOM OF INFORMATION REQUEST REFERENCE NO: XXXX

I write in connection with your request for information dated 30/06/2010, which was received by Greater Manchester Police on 01/07/2010. I note you seek access to the following information:

- 1. How much has the Force spent on ALL staff training both prior and after the implementation of the Policing Pledge?**
- 2. How much has the Force spent on advertising of the Policing Pledge to the public?**
- 3. How many complaints have been received as a result of failing the Police Pledge i.e. not attending an incident/victim within the target time scales?**
- 4. How much of the Pledge budget has come from other business areas to fund the implementation of the Pledge?**
- 5. If the money had no been spent on the Policing Pledge what other projects would the money have been allocated to?**

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.

1. The total cost of training in 2008/9 (prior to the Policing Pledge) was £9,773,209 and was £10,468,480 in 2009/10 (after the introduction of the pledge).
2. Greater Manchester Police spent £1,330.00 on a digital leaflet that provided information on the pledge in seven languages.
3. No complaints have been received by Greater Manchester Police relating to the Policing Pledge.
4. £20,000 was allocated specifically for the Pledge.
5. It is not possible to state what the information would have been used for as business cases are dealt with on individual merits and a needs basis.

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?

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:

Information Governance Manager
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