



[REDACTED]

Date: 19/06/2023
Our ref: GSA 2929/23

[REDACTED]

FREEDOM OF INFORMATION REQUEST REFERENCE NO: GSA 2929/23

I write in connection with your request for information dated 07/06/23, received by Greater Manchester Police (GMP) for the following information:

- 1) In each of the last three financial years (20/21), (21/22) and (22/23) how many calls to (a) 999 and (b) 101 were recorded as NOT having been answered?***
- 2) In each of the last three financial years (20/21), (21/22) and (22/23) what was the average time for a response to be connected to an operator on a (a) 999 and (b) a 101 call?***
- 3) In each of the last three financial years (20/21), (21/22) and (22/23) what was the longest time it took for a caller to get a response to a (a) 999 and (b) a 101 call? For each example state the date of the call and how long it took to be answered.***
- 4) In each of the last three financial years (20/21), (21/22) and (22/23) how many calls to (a) 999 and (b) 101 took more than 5 (five) minutes to be connected to an operator.***

For the avoidance of any doubt when I refer to "response" what I am seeking is the time between the call being made and the call being answered by a handler, NOT the time between the call being made and the time when the police provide a physical response to the incident/emergency.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate the requested information and I can confirm that some of the information requested is held by GMP.

Question 1

Caveats which is relevant to 999 calls ONLY.

When a 999 Call is made, BT will attempt to connect the caller to the most appropriate service based on the request – In the event that the caller clears the line before the call has connected to a GMP operator, the BT Operator will remain on the line and then speak to the GMP Operator to provide caller details. This triggers a process in the control room to ensure appropriate checks are conducted and recall attempts are made.

Year	Total 999	Total 101
2020/21	10,527	139,626
2021/22	23,013	138,777
2022/23	4,613	111,613

Question 2

Year	AVG 999	AVG 101
2020/21	00:00:25	00:01:43
2021/22	00:00:36	00:04:06
2022/23	00:00:11	00:01:19

Question 3

Please note – 99 Max Wait – this was not reported on prior to May 2021, data prior to this is not available.

101 Max Wait – This was not reported on prior to June 2022, data prior to this date is not available.

Year	999	101	Date 999	Date 101
2020/21	-	-	-	-
2021/22	00:16:32	-	Unknown	-
2022/23	00:14:04	03:57:49	30.05.22	02.07.22

Question 4

Please note – 999 Calls answered after 300 seconds – this was not reported on prior to May 2021, data prior to this date is not available.

101 Calls answered after 300 seconds – this data is not available

Year	999
2020/21	-
2021/22	3,228
2022/23	283

