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Date: 20/06/2023
Our ref: GSA 2988/23

FREEDOM OF INFORMATION REQUEST REFERENCE NO: GSA 2988/23

I write in connection with your request for information dated 12/06/23, received by Greater Manchester Police (GMP) for the following information:

I would like to know the average police response times for Grade 2 priority calls for the past three calendar years (2022, 2021, 2020), broken down by local authority area.

Please could you also provide the target response time for Grade 2 priority calls for your police force.

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 the information requested is held by GMP.

However, GMP does not hold the information that you have requested in an easily retrievable format. To provide the data broken down by local authority area from January 2020 to April 2022 would require a total of 28 monthly reports to be manually created and reviewed. To create one report would take approximately 47 minutes which would take this request to in excess of 21.9 hours to ascertain the data required.

Therefore, as per section 12(1) of the Freedom of Information Act 2000, the cost of providing you with the 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.

In accordance with the Freedom of Information Act 2000, this letter acts as a Refusal Notice.

GMP is obligated, pursuant to section 16(1) of the Act to provide you with advice and assistance on refining your request to bring compliance within the fees limit. In order for the force to keep this within

the fees limit, the information that you are requesting will need to be reduced for example GMP could provide the average police response times for a force as a whole. The resulting response cannot be guaranteed at this point as it will be dependent upon the number of records that fall within the scope of any new request, as they would still have to be manually assessed.

Should you wish to refine and resubmit your request in line with the advice above please respond to freedomofinformation@gmp.police.uk

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