

[REDACTED]
[REDACTED]

Our ref: GSA 007/23
Please quote our reference
number when responding

Thursday, 09 March 2023

[REDACTED]

FREEDOM OF INFORMATION REQUEST REFERENCE NO: GSA 007/23

I write in connection with your request for information dated 01/01/2023, I note you seek access to the following information:

I am writing to request the average time taken by your force to answer 999 calls in 2022, and also the longest time taken to answer a 999 call in 2022.

Please also provide the same data for 2021.

Result of Searches

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.

Caveats

In July 2019, GMP implemented one of the largest IT infrastructure changes in UK policing. The systems are in continual development and the data provided for this request is what the systems currently hold.

We do not hold the data prior to May 2021.

Response

999	Average Speed of Answer	Max wait time
Jan-21	00:00:30	
Feb-21	00:00:24	
Mar-21	00:00:33	
Apr-21	00:00:38	
May-21	00:00:47	00:10:35
Jun-21	00:01:06	00:16:32

Jul-21	00:01:22	00:16:04
Aug-21	00:00:18	00:09:18
Sep-21	00:00:31	00:10:47
Oct-21	00:00:17	00:07:39
Nov-21	00:00:18	00:07:15
Dec-21	00:00:24	00:06:48

999	Average Speed of Answer	Max wait time
Jan-22	00:00:25	00:10:17
Feb-22	00:00:30	00:15:42
Mar-22	00:00:33	00:06:36
Apr-22	00:00:17	00:05:20
May-22	00:00:28	00:14:04
Jun-22	00:00:29	00:07:51
Jul-22	00:00:14	00:06:29
Aug-22	00:00:09	00:06:06
Sep-22	00:00:07	00:04:58
Oct-22	00:00:07	00:06:06
Nov-22	00:00:08	00:06:06
Dec-22	00:00:05	00:06:13

Complaints 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 email FreedomOfInformation@gmp.police.uk quoting the reference number above.

Yours sincerely,



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 email the case officer that is nominated at the end of your decision letter.

That person will be able to contact you 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 Compliance & Records Management Unit Manager
Information Compliance & Records Management Unit
Information Services Branch
Greater Manchester Police
Openshaw Complex
Lawton Street
Manchester
M11 2NS

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.ico.org.uk. Alternatively, phone or write to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: 01625 545 700