

**Date:** 29/11/2024  
**Our ref:** 01/FOI/24/013727/R

**FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/24/013727/R**

I write in connection with your request for information dated 27/11/2024, received by Greater Manchester Police (GMP) for the following information:

***I am writing to make request for all the information to which I am entitled under the Freedom of Information Act 2000.***

***Could you please provide the following information:***

- 1. The number of police call outs on December 25 in 2022 and 2023. Please specify:***
  - a) The general area of the call out***
  - b) What the call outs were for***

***Can you please provide the information in a spreadsheet and split up into the annual statistics?***

**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.

GMP cannot provide the "number of police call outs" on the nominated dates without carrying out a manual review. We are unable to determine the number of calls that are made to GMP in relation to the specific topics in the request as not every call result in an incident, and until an incident is recorded, we are unable to determine the nature of the call. Call data represents the volume/quantitative side such as how many calls we received, the duration of each call, the number of unanswered calls, etc. It does not provide any details about the content of the calls. This information comes from the Call Handler documenting the call on our systems, which then becomes incident data.

On December 25<sup>th</sup> 2022 GMP received a total of 2,347 calls and on December 25<sup>th</sup> 2023, GMP received a total of 2,760 calls. This does not necessarily mean that an incident was created, just the number of calls received. This would mean a combined manual review of over 5000 calls to locate and

retrieve the data requested. This request would take in the region of 400hrs to complete and would far exceed the limits permitted.

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 you are requesting will need revising to request the number of incidents created on your selected dates along with a breakdown of the type of offences logged to each offence. With any request that requires a manual review there is always a chance of a request being refused under S12 due to the enormity of work that is usually needed to provide the data, therefore 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](mailto:freedomofinformation@gmp.police.uk).