

Our ref: 01/FOI/24/012127/V

Please quote our reference
number when responding

Wednesday, 06 March 2024

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/24/012127/V

I write in connection with your request for information dated 12/02/2024, I note you seek access to the following information:

- 1. What was the average response time (in hh:mm:ss) for a Grade 2 response in each of the following calendar years: 2023, 2022 and 2021.*
- 2. What was the longest response time (in hh:mm:ss) for a Grade 2 response your police force recorded in each of the following calendar years: 2023, 2022 and 2021.*
- 3. What was the longest response time (in hh:mm:ss) for a Grade 1 response your police force recorded in each of the following calendar years: 2023, 2022 and 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.

- This data was retrieved using the Incident Attendance Audit Report on the performance system. Each calendar year has been selected and filtered only Grade 1 and Grade 2 incidents.

1.

Average response time - Grade 2 (hh:mm:ss)		
2021	2022	2023
18:14:16	04:10:28	02:55:50

2. DISCLAIMER - On record, the longest response time for Grade 2 in 2022 was 8801:07:15 (366 days 17 hours 15 seconds). However, upon review, we have discovered that this log was closed for 1 year and then re-opened in error and a patrol was allocated.

Longest response times - Grade 2 (hh:mm:ss)		
2021	2022	2023
1031:36:30	424:42:16	212:45:24

3.

Longest response times - Grade 1 (hh:mm:ss)		
2021	2022	2023
88:49:31	29:33:06	49:55:24