



Date: 28/06/2024
Our ref: 01/FOI/24/012708/K

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/24/012708/K

I write in connection with your request for information dated 30/05/2024, received by Greater Manchester Police (GMP) for the following information:

I am requesting the following information under the Freedom of Information Act:

- 1. The categories of 999 calls used by the police force in 2012 (i.e. to prioritise 999 calls), and the descriptors of each category*
- 2. The average response time to 999 calls for each category in calendar year 2012*
- 3. The categories of 999 calls used by the police force in 2015, and the descriptors of each category*
- 4. The average response time to 999 calls for each category in calendar year 2015*
- 5. The categories of 999 calls used by the police force in 2019, and the descriptors of each category*
- 6. The average response time to 999 calls for each category in calendar year 2019*
- 7. The categories of 999 calls used by the police force in 2021, and the descriptors of each category*
- 8. The average response time to 999 calls for each category in calendar year 2021*

9. *The categories of 999 calls used by the police force in 2022, and the descriptors of each category*
10. *The average response time to 999 calls for each category in calendar year 2022*
11. *The categories of 999 calls used by the police force in 2023, and the descriptors of each category*
12. *The average response time to 999 calls for each category in calendar year 2023*
13. *The categories of 999 calls used by the police force in 2024, and the descriptors of each category*
14. *The average response time to 999 calls for each category in calendar year 2024 to date*

Result of Searches

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

In relation to questions 2, 4, 6, 8, 10, 12 and 14, to answer your questions GMP would have to calculate the averages and that would be creating data and under FOIA we are not obliged to create data in order to answer a question. As such, GMP hold no information in relation to these questions.

CAVEATS

This data relates to incidents with a created date between:

01/01/2012 and 31/12/2012

01/01/2015 and 31/12/2015

01/01/2019 and 31/12/2019

01/01/2021 and 20/06/2024

excluding incidents with a closing code of L10 Duplicate, L19 Error or L22 Test or training.

In July 2019, GMP implemented one of the largest IT infrastructure changes in UK policing. This altered all datasets within GMP storage systems, and our incident management processes changed along with the new operating system.

Changes were made to the Incident Response Policy in February 2022, as this saw the removal of Grade 3, 4 and 5 and the introduction of Central resolution etc.

The incident data has been obtained using two different methods:

- 2021 onwards has been obtained using the recorded incident report via the performance portal and the parameters used were:
Date: As specified
Call source: Public Emergency

- 2012, 2015 and 2019 have been obtained via a separate report due to data limitations of the Recorded incident report, however these have also been located/collated based on call source, date and grade.

The initial request was in relation to 999 calls, it is important to note that not all 999 calls result in an incident, the data below is the number of incidents that have been created on GMP command and control systems where the call source has been determined as 'Public Emergency'.

Based on the above caveats, the following incident grades were used in 2012, 2015 and 2019:

PUBLIC EMERGENCY
GRADE
1
2
3
4
5
7
K
N
PD

For "descriptors of each category" please see the previous version of the Incident Response Policy, which is available in the public domain here [incident-response-policy-v1.3-july-2017-redacted.pdf \(gmp.police.uk\)](#).

Based on the above caveats, the following incident grades were used in 2021-2024:

PUBLIC EMERGENCY
GRADE
Immediate
Priority
Prompt
LRO
Advice
Force Events
Central Resolution
Central Crime
Central Other
Review by supervisor
Local Schedule
Local Tasking

Review by Neighbour
hood

Police Admin

Police Dispatch

For “descriptors of each category”, I have included below an excerpt from the current incident response policy:

Grade 1 - Immediate - Attendance within 15 minutes.

These incidents will be assessed as **High Risk** using the THRIVE assessment.

The 15 minute response target time begins when the incident is created and ends when a patrol arrives at the scene.

This is where an incident is reported, by whatever route, into the Force and is **(ongoing now)** where there is, or is likely to be, a risk of serious:

- a) danger to life.
- b) Use of; or immediate threat of use, of violence resulting in;
 - Serious injury to a person; and/or,
 - Serious damage to property.

When the contact relates to traffic collisions it should be dealt with as an immediate if:

- a) It involves or is likely to involve serious personal injury.
- b) The road is blocked on an Strategic Road Network, or there is dangerous or excessive build-up of traffic.

Grade 2 - Priority Response - Attendance within 1 hour.

These incidents will be assessed as **Medium Risk** using the THRIVE assessment.

The 60 minute response target time begins when the incident is created and ends when a patrol arrives at the scene.

This is an incident that is **ongoing**, where a delay in police attendance will highly likely result in escalation or deterioration of circumstances, but an immediate response is not required.

These typically arise where:

- a) There is specific concern for a person’s safety taking into account particular factors or significant vulnerability.
- b) An offender has been detained and there is risk of escape or violence.
- c) A witness or evidence is likely to be lost.
- d) There are injuries or a serious obstruction at the scene of a road collision.
- e) The incident involves any person for whom, in light of all known circumstances (including previous history); a delay in the police response may result in significant distress or the possibility of injury or damage.

Grade C - Central Resolution

These incidents will be assessed as **Low Risk** using the THRIVE assessment.

Crime and Close

- CRRU will attempt to contact the Victim or other relevant party to ensure all relevant details have been captured.
- Record a Crime inline with the National Crime Recording Standards.
- All decisions surrounding '*Crime Investigation Assessment*' will be made using the Crime Management Policy and Procedure.
- The caller will be informed of the crime number.
- The caller will be informed that the crime is to be closed and either provided with relevant details of Victim Support Services or a referral made.

Crime to investigate (District CPT)

- CRRU will attempt to contact the Victim or other relevant party to ensure all relevant details have been captured.
- Record a Crime inline with the National Crime Recording Standards.
- All decisions surrounding '*Crime Investigation Assessment*' will be made using the Crime Management Policy and Procedure.
- The caller will be informed of the crime number.
- The caller will be informed that the crime is to be passed to the District CPT and further contact will be made.

Crime and Schedule Response

- CRRU will attempt to contact the Victim or other relevant party to ensure all relevant details have been captured to submit a skeleton crime.
- The Victim or other relevant party must be made fully aware of the circumstances and what action will take place next.
- An agreed appointment should be made for the victim or other relevant party to meet an officer at an agreed location and time.
- Technology supported options, where appropriate to facilitate appointments are encouraged.
- A skeleton crime will be recorded inline with National Crime Recording Standards and the Victim or other relevant party will be advised of; the crime number (if applicable)
- The Victim or other relevant party will be informed of the Local District's email and contact details, for if there are any issues with meeting the appointment.
- The Victim or other relevant party will also be advised should the situation escalate or a new issue arise that they should use the 999, 101 or online as appropriate.
- Once an appointment has been set and skeleton crime submitted, the incident will then be regraded to an L for Local Resolution.

No Crime - Advise and Close

Whereby according to standards contained within National Crime Recording Standards (NCRS) there is no recordable crime and no further police response is requested or needed.

Local Tasking (Crime or No Crime)

Is an incident where the CRRU has carried out an initial threat and risk assessment for an incident NOT currently ongoing, THRIVE Low, which acknowledges that there is a degree of importance and time criticality associated with police response.

Whether or not a notifiable crime has taken place and a Local Task (LT) is required this incident will be placed within the L queue for District Local Resolution.

Where a notifiable crime is identified;

- CRRU will attempt to contact the Victim or other relevant party to ensure all relevant details have been captured to submit a skeleton crime.
- Record a Crime inline with the National Crime Recording Standards.

Grade L - Local Resolution (Only Accessed via Grade C)

Is an incident where the CRRU has carried out an initial threat and risk assessment for an incident NOT currently ongoing, THRIVE Low, which acknowledges that there is a degree of importance and time criticality associated with police response.

The Local Resolution queue will break down into;

- Local Scheduled (LS) - Scheduled for Officer attendance to complete enquires in relation to a criminal investigation.
- Local Tasking (LT) - A task of importance and time criticality associated with police response where there is no scheduled attendance planned.

This Grade is exclusively managed by and the responsibility of District Teams.

Grade P - Police Generated / Administrative / Messages

The Police Generated incident will break down into;

- Police Dispatch (PD) - To record police generated incidents, such as arrest attempts, force operations and vehicle or person circulations.
- Police Administration (PA) - To record police administrative work required to identify the grading by THRIVE (e.g. abandoned 999).