

Date: 19/11/2024
Our ref: 01/FOI/24/013651/O

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/24/013651/O

I write in connection with your request for information dated 15/11/2024, received by Greater Manchester Police (GMP) for the following information:

1. *How many hoax 999 calls were received by your force between 1st January 2019 – 30th June 2019*
2. *How many hoax 999 calls were received by your force between 1st July 2019 – 31st December 2019*
3. *How many hoax 999 calls were received by your force between 1st January 2020 – 30th June 2020*
4. *How many hoax 999 calls were received by your force between 1st July 2020 – 31st December 2020*
5. *How many hoax 999 calls were received by your force between 1st January 2021 – 30th June 2021*
6. *How many hoax 999 calls were received by your force between 1st July 2021 – 31st December 2021*
7. *How many hoax 999 calls were received by your force between 1st January 2022 – 31st December 2022*
8. *How many hoax 999 calls were received by your force between 1st July 2022 – 31st December 2022*
9. *How many hoax 999 calls were received by your force between 1st January 2023 – 30th June 2023*
10. *How many hoax 999 calls were received by your force between 1st July 2023 – 31st December 2023*
11. *How many hoax 999 calls were received by your force between 1st January 2024 – 30th June 2024*

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.

GMP are unable to determine the number of calls that are made to GMP in relation to 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 GMP systems, which then becomes incident data.

GMP received 1,482,086 calls in 2023, To go back to the required time frames and determine the nature of each call it would require the call to be listened to in full and this would far exceed the time restrictions of an FOI request.

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.

In this instance, due to the size of any review that would be required, Greater Manchester Police will be unable able to provide advice for you to reduce the request in order for the force to keep this within the fees limit in accordance with Section 16(1), the duty to provide advice and assistance, of the Freedom of Information Act 2000.

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