

Date: 12/08/2025
Our ref: 01/FOI/25/015306/H

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/015306/H

I write in connection with your request for information dated 08/08/2025, received by Greater Manchester Police (GMP) for the following information:

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

1. For each month since January 2021, please provide the following information:

- a. The number of concern for welfare calls received**
- b. The number of concern for welfare calls attended**
- c. The number of mental health calls received**
- d. The number of mental health calls attended**
- e. The number of 'walk out of healthcare'/AWOL calls received**
- f. The number of 'walk out of healthcare'/AWOL calls attended**
- g. The number of s136 calls received**
- h. The number of s136 calls attended (see below)**
- i. The number of s135 calls received (see below)**
- j. The number of s135 calls attended (see below)**
- k. The number of s135(1) calls received (see below)**
- l. The number of s135(1) calls attended (see below)**

Note that questions 1(i) and 1(j) concern all s135 calls (including s135(1) and all other s135 calls) while questions 1(k) and 1(l) concern s135(1) calls only.

If the police force does not have attendance figures for questions 1(h), 1(j) and 1(l), please provide detention figures.

If the information for any individual part of this request cannot be located or collated, please mark that as "information not held" and process the remainder of the request.

I would like the information sent by email in an editable spreadsheet (XLS not PDF).

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.

In relation to "calls received, and calls attended", GMP 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.

GMP received 1,332,162 Public calls in 2024, and so to go back to the required time frame, and determine the nature of each call, it would require the calls to be listened to in full and this would far exceed the 18hrs permitted to respond.

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 attempt to keep this within the fees limit, the information you are requesting will need rewording to request incident data rather than calls received data. However, 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.