

Date: 03/02/2025
Our ref: 01/FOI/25/014053/X

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/014053/X

I write in connection with your request for information dated 24/01/2025, received by Greater Manchester Police (GMP) for the following information:

FOI request with all calls, communications, logs, emails etc recording the events that took place on 01/01/25 with the River Mersey flooding disaster and all correspondence on file with the EA, Fire service, ambulance service, and any other public authority involved.

Clarification – On the 31/12/24 and 01/01/25 GMP were dealing with an emergency on or around Palatine Rd Didsbury Manchester, together with the Environmental Agency, The Fire service and the Ambulance service and Manchester City Council. We require full disclosure of the file held by GMP.

All and any communications made in respect of this event, i.e internal memos etc

Number of Incidents logged

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 some of the information requested is held by GMP.

However, GMP does not hold some of the information that you have requested in an easily retrievable format

You have requested “all calls” and unfortunately, 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 in our systems, which then becomes incident data. GMP answered 3,591 Calls on 01/01/2025, to listen back to each call and determine the nature of the call, it would require the calls to be listened to in full, and this would far exceed the time restrictions of an FOI.

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.

If one part of the request engages a Section 12 response, the whole request will engage a Section 12 response. The reason being is locating, retrieving and extracting any further information would only add to the already exceeded time obligations and so no other searches have been completed at this stage.

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 revising to request the total of incidents logged in relation to the flooding disaster along with a list of keywords without the number of calls received and a reduction in the volume of data you require.. 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.