



Date: 30/06/2025
Our ref: 01/FOI/25/014890/E

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/014890/E

I write in connection with your request for information dated 05/06/2025, received by Greater Manchester Police (GMP) for the following information:

How many fake calls have been made to Greater Manchester Police in the past year, and what actions have been taken to address and prevent such calls?

Can you break the number of incidents down by borough?

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 the information you have requested is held by GMP.

However, GMP does not hold the information that you have requested in an easily retrievable format. Unfortunately we 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 results in the creation of 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, which then becomes incident data.

GMP received 1,332,162 Public calls in 2024, 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 time restrictions of an FOI.

Therefore, to comply with the whole of your request the process would take over 18 hours' work which exceeds the appropriate limit of £450.00, the amount to which we are legally required to respond.

As per section 12(1) of the Freedom of Information Act 2000, the cost of providing you with the information is therefore 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. For the force to keep this within the fees limit, the information that you are requesting will need to be reduced to a greatly reduced time period. 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