



Date: 25/06/2025
Our ref: 01/FOI/25/014845/Z

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/014845/Z

I write in connection with your request for information dated 28/05/2025, received by Greater Manchester Police (GMP) for the following information:

I would like to know the control identifier used on the radio. For example, British Transport Police are referred to as BX on the airwave and South Wales Police WL. This would be how Officers refer to control when passing a message.

I would like a full list of the incident types used by GMP. This is how the title of the incident is displayed depending on the type on the CAD. For example "Assault".

I would also like a list of all the incident gradings eg G1, G2 etc used by GMP and what colour these appear on the system. For example a Grade 1 call may appear as red on the screen.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police to locate information relevant to your request. I can confirm that the information you have requested is held by Greater Manchester Police. However, I am not obliged to supply all the information you have requested as exemptions apply.

When refusing to provide such information because an exemption applies, Section 17(1) of the Freedom of Information Act 2000 requires GMP, to provide you - the applicant - with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

The information requested in question 1 is exempt under **Section 21 – Information accessible to applicant by other means**. A list of all Home Office radio codes is available here [Home Office radio - Wikipedia](#).

The remainder of your request is not exempt and is answered below.

1. Exempt under S21, see above.
2. The full list of available incidents on our incident management system as of 09/06/2025 is:

Alarm activation
Violent/Public Order
Burglary
Robbery/Theft from person
Criminal Damage
Vehicle crime
Firearms offences
Other crime (inc. shoplifting & theft of pedal cycle)
Rape
Sexual/Indecency (not rape)
Crime Update
ASB – Personal
ASB – Community
ASB – Domestic
ASB – Hate
ASB – Abandoned Calls
Lost/Found property/person
Suspicious Circumstances (opening code)
Public Safety/Welfare
Missing Person
Intelligence
Complaints against police
Wanted persons/Bail
Contact Record/Message/Information
Covid breach
Police Generated Resource Activity (Opening Code)
Transport Related Offences/Incidents

3. The following is an extract from GMP's 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).