

Date: 20/06/2025
Our ref: 01/FOI/25/014914/V

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/014914/V

I write in connection with your request for information dated 10/06/2025, received by Greater Manchester Police (GMP) for the following information:

Can you provide annual data (calendar) from 2014-2024, for police contacts logged as 'Mental Health', categorised by age and gender.

Clarification - I am looking for the number of 999 or 101 calls made to GMP that were flagged as Mental health (the call was in regards to concerns about someone's mental health). With the data categorized by gender and age, per calendar year from 2014-2024.

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.

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 results 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 in relation to the content of the calls. This information can only be obtained via the Call Handler documenting the nature of the call in our systems, 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, 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 revising to request incident data and not the number of calls received.

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.