

Date: 25/04/2025
Our ref: 01/FOI/25/014652/S

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/014652/S

I write in connection with your request for information dated 24/04/2025, received by Greater Manchester Police (GMP) for the following information:

I wish to make a Freedom of Information Request for the following information regards the GMP 101 Call Centre Operational Policy and Working Practice :

- 1. When a member of the Public contacts the GMP 101 Call Centre and provides the Name and Rank of a Serving GMP Officer, then asks for the Collar Number of that Officer, does the Advisor answering the Call, in accordance with GMP Policy, or Working Practice :***
 - a. Have to provide the Caller, without question, the Requested Collar Number?***
 - b. Have authority to enquire as to why the Caller is making the Enquiry?***
 - c. Have authority, entirely at their own discretion, to refuse to provide the Requested Collar Number, without referral to a Call Centre Supervisor?***

Please note, in the response to this FOI Request, where any of the answers to the 3 Questions above refer, explicitly or implicitly, to a GMP Policy, or Working Practice in Operation, please provide the following :

- 1. A full Copy of the relevant GMP Policy, or Working Practice Document, including :***
 - a. Document Title***
 - b. Document Reference, including Issue or Version Number***
 - c. Document Author(s), including Name(s) and GMP Role(s)***
 - d. Date of Issue of the Document***
 - e. Date the Policy or Working Practice came into Force***
 - f. Identities, being Names and GMP Roles, of those who Authorised the Document, it's content and it's coming into force***

Please note, in the response to this FOI Request, where any of the answers to the 3 Questions above refer, explicitly or implicitly, to a GMP Policy, or Working Practice in Operation, but no associated Documentation exists, that should be explicitly confirmed.

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 not held by GMP.

GMP do not hold any recorded information relative to this request.

Further information may be available from the NCHS.

https://library.college.police.uk/docs/homeoffice/call_handling_standards.pdf