



Date: 20/11/2025
Our ref: 01/FOI/25/015717/W

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/015717/W

I write in connection with your request for information dated 23/10/2025, received by Greater Manchester Police (GMP) for the following information:

Under the Freedom of Information Act 2000, I would like to request the following information, for the period between 30th September 2015 - 30th September 2025.

- 1. The number of domestic abuse related incidences cases where victims are recorded as deaf. For the purposes of this request, the term "deaf" is used inclusively to encompass pupils recorded as deaf, hard of hearing, hearing impaired, deafened, or similar descriptors, including those identified as British Sign Language (BSL) users.*
- 2. The number of domestic abuse related court cases that were delayed, adjourned, or discontinued due to interpretation, translation or communication issues.*
- 3. Average response times to domestic abuse related to 999 and 101 calls requiring text relay or via BSL 999.*
- 4. The number of staff trained in deaf awareness or sign language and what date the last training took place.*
- 5. Can you provide copies of internal guidance and/or policies on providing communication access for deaf people please.*

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.

CAVEATS

The response to question 1 is the total number of crimes with a Domestic Abuse flag, counted based for the period 30/09/2015-30/09/2025 from a victim's report that contain the keywords 'deaf', 'hard of hearing', 'hearing impaired', 'deafened' and 'BSL'

All MO descriptions were then filtered to remove those that didn't include 'deaf' victims i.e. where 'Offender was deaf', 'Assault caused temporary deafness', 'shouting are you deaf'

The year relates to when the crime was recorded and not when the crime was committed.

Where possible duplicates have been removed.

The data provided in response to question 3 contains incidents with a created date between 30/09/2015 and 30/09/2025 where the title, details or contact comments contains 'Text Relay' or 'BSL 999', excluding incidents with a closing code of L10 Duplicate, L19 Error or L22 Test or training. Please note:

- The keyword methodology does not account for spelling errors.
- The appearance of the keywords in the text fields does not necessarily mean that records are relevant to this request.

We have counted incidents as attended where the earliest arrival timestamp field is not blank.

Counts and proportions of incidents with no recorded arrival are presented as a data quality measure. The fact that arrival was not recorded does not necessarily mean that an incident was not attended. Equally, it is not possible to assume that all incidents with no recorded arrival were attended.

Data for graded response are sourced using the latest incident grade and the latest incident type, unless otherwise stated (e.g. in the initial vs latest grade sheet).

For each incident, the attendance time is defined as the difference between the earliest arrival date/time - where recorded - and the latest grade date/time, unless the grade has been changed after attendance has been recorded, in which case the attendance time has been defined as the difference between the earliest arrival date/time - where recorded - and the incident created date/time.

Attendance time = earliest arrival timestamp – latest grade timestamp **OR**
Attendance time = earliest arrival timestamp – Incident creation timestamp

In July 2019, GMP implemented one of the largest IT infrastructure changes in UK policing. The systems are in continual development and the data provided for this request is what the systems currently hold.

Due to low numbers being returned for some crimes, some of the totals have been replaced with X, as by providing exact figures as you have requested would significantly increase the likelihood of identifying the individual(s) concerned, and as such the exemption under S40(2) – Personal Information, would be engaged and result in information being refused. By replacing this data in this way, it can be provided in its entirety.

2. This information is not held by GMP. Please contact His Majesty's Courts and Tribunal Service for this information.
3. Domestic Filter & Keyword "Text Relay"

	Grade 1	Grade 2	Grade 4	Grade LS	Grade LT
2015	0:07:09				
2016		29:01:26	210:41:46		
2017	0:09:17	0:24:48			
2018	0:10:14	5:34:57			
2019	0:14:40	4:58:16	NRA		
2020	0:08:21	11:59:49			
2021	0:08:53	8:57:58			
2022	0:09:47	0:50:05			
2023	0:07:08	1:37:49		NRA	0:12:26
2024	0:12:01	0:52:51			
2025	0:07:15	0:30:19			0:56:54

Domestic Filter & Keyword "BSL 999"

	Grade 1	Grade 2	Grade 4	Grade LS	Grade LT
2015					
2016					
2017					
2018					
2019					
2020					
2021					
2022					
2023				NRA	
2024					
2025				36:35:10	

4. Deaf awareness sessions to 164 people between 2023 and 2024. The last date was 16/12/2024. No BSL other than the alphabet was taught.
5. This information is not held by GMP. We do not have a specific policy for this matter. There is advice on the ["Contact Us" page of the GMP website](#) on how speech or hearing impaired people can contact us in an emergency.