

Date: 06/11/2025
Our ref: 01/FOI/25/015721/S

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/015721/S

I write in connection with your request for information dated 24/10/2025, received by Greater Manchester Police (GMP) for the following information:

I would like to know, since 1990 how many times the police have been called to [REDACTED] and if permitted the nature of the call outs.

Result of Searches

GMP cannot confirm if it holds all the information that you have requested without conducting a thorough search on your behalf.

GMP would be required to undertake a substantial review to see if we hold the information relating to your request. This request for '**how many times the police have been called to [REDACTED]**' references call data, unfortunately we are unable to determine the number of calls that are made to GMP in relation to the specific topics/addresses 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 about the content of the calls. This information comes from the Call Handler documenting the call on 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(2) of the Freedom of Information Act 2000, the cost of searching for the information is above the amount to which we are legally required to respond i.e. the cost of locating 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 with a reduced timeframe, or a request for incident data instead of call out data. For example, the number of incidents reported regarding Hazel Grove, Stockport.

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.