

Date: 18th November 2025
Our ref: FOI/25/015786/J

FREEDOM OF INFORMATION REQUEST REFERENCE NO: FOI/25/015786/J

I write in connection with your request for information dated 05/11/2025, received by Greater Manchester Police (GMP) for the following information:

I am writing to you under the Freedom of Information Act.

A. Please can you tell me how many calls to your force's non-emergency police number 101 were made between 1 November 2022 and 1 November 2025.

B. I would also like to know how many of these calls went unanswered.

Can you please also tell me:

C. What was the average time for someone to answer the call the non emergency 101 number.

D. What was the average time for a call to be ended without being answered?

E. What is the current target time for 101 calls to be answered and how many calls were not answered within that target time?

Please may I have this information in a spreadsheet, such as a csv file.

If you have any queries about my request, please get in touch.

Thank you so much for your help.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate the requested information. I can confirm the information requested is held by GMP.

Caveats:

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.

Please see the below tables for the response data.

Please note, in relation to question D – This information is not something we report on therefore we are unable to provide this information.

		Nov-22	Dec-22
A	Non-emergency	69,401	59,295
C	Average answering time - non-emergency	00:01:31	00:01:16
B	Abandoned calls - Non-emergency	7,619	5,889
E	Non-emergency calls answered within 180 s	51,610	45,700

		Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
A	Non-emergency	67,973	65,000	72,510	67,638	76,620	79,109	75,926	75,070	76,134	75,372	66,730	63,102
C	Average answering time - non-emergency	00:01:01	00:00:51	00:01:32	00:00:54	00:00:44	00:00:52	00:00:40	00:01:00	00:01:33	00:01:07	00:00:39	00:00:34
B	Abandoned calls - Non-emergency	5,547	4,842	8,154	4,972	4,903	5,819	4,322	6,273	9,112	6,762	3,861	3,090
E	Non-emergency calls answered within 180 s	54,485	53,422	51,536	54,743	64,253	65,815	65,492	59,238	52,986	57,060	56,087	56,623

		Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
A	Non-emergency	68,504	65,730	68,377	60,976	67,184	62,935	67,061	61,991	60,811	60,336	55,015	51,114
C	Average answering time - non-emergency	00:00:30	00:00:52	00:01:21	00:00:50	00:00:52	00:01:36	00:01:58	00:01:13	00:01:36	00:01:43	00:01:01	00:00:35
B	Abandoned calls - Non-emergency	3,056	4,837	6,871	3,214	3,608	6,068	7,535	4,533	5,681	6,039	3,394	1,726
E	Non-emergency calls answered within 180 s	59,404	52,291	49,224	50,963	56,966	46,979	47,244	48,514	44,200	44,294	45,360	45,156

		Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25
A	Non-emergency	54,317	50,875	60,158	57,541	63,004	64,419	66,680	61,729	59,478	58,262
C	Average answering time - non-emergency	00:00:31	00:00:33	00:00:57	00:00:39	00:00:57	00:01:26	00:01:28	00:01:23	00:01:36	00:01:38
B	Abandoned calls - Non-emergency	1,819	1,813	3,461	2,357	3,898	5,599	5,558	5,217	4,844	5,215
E	Non-emergency calls answered within 180 s	48,800	45,275	50,314	50,414	50,620	49,925	49,411	45,109	41,615	40,069