

Date: 30/09/2025
Our ref: 01/FOI/25/015512/L

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/015512/L

I write in connection with your request for information dated 17/09/2025, received by Greater Manchester Police (GMP) for the following information:

- 1. The total number of 999 calls received by Greater Manchester Police between 7:30 AM and 09:50 AM on August 22, 2025, that resulted in a dispatched incident response (e.g., Category 1 & 2 or immediate response incidents).***
- 2. For those incidents, the number or percentage that met the national response time target of 90% within 7 minutes (cat 1) or 60minutes(cat 2) , and details of any incidents that exceeded this target (i.e., delayed response times, including the number of such delays and, if available, the average delay time).***
- 3. If available, the overall average response time (from call receipt to officer arrival) for these incidents during the specified two-hour period.***

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.

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.

This data contains Record of Contacts with a created date/time between 22/08/2025 07:30am and 22/08/2025 09:50am, excluding incidents with a closing code of L10 Duplicate, L19 Error or L22 Test or training.

Record of Contacts (RoCs) are generated when a call taker needs to create a log to record details being passed to them by the public/internally. They open a new RoC and then once they have enough

information and completed the mandatory boxes, they can then turn the RoC into an Incident. Once the Incident has been created, it is then viewed by Dispatch staff in order to resource/take appropriate action for the Incident.

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.

Results

Q1) There were 45 RoCs created between your timeframe, and they were all attended by officers.

We cannot advise which call channel they came in on (101/999/live chat) When calls are routed in it will record as public emergency and relies on the call taker to manual change this when it is not a 999 call. Not all 999 calls will result in a RoC being created either. There for out of the 45 results, we cannot say if all are 999 or not.

Q2) 43 of the 45 were attended within target.

Q3) No information held. GMP do not record averages. It should be noted that there is no obligation on an Authority under the FOIA to create information where none currently exists simply to answer an FOI request.