

Date: 01/09/2025
Our ref: 01/FOI/25/015371/Q

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/015371/Q

I write in connection with your request for information dated 19/08/2025, received by Greater Manchester Police (GMP) for the following information:

As a Gorse Hill resident, I read with interest your comment in a formal statement published today by the Gorse Hill Labour Party on their Facebook page (<https://www.facebook.com/LabourGorsehill/>) regarding the Great Stone Hotel in Stretford where you said that "There has no increase in anti-social behaviour or crimes associated in the locality of the hotel."

- 1. Under the Freedom of Information Act, can you send me the details of all call-outs by GMP to the hotel in the last ten years and what subsequent action was taken by GMP.***
- 2. And secondly, can you send me a copy of the permission you gave to the Gorse Hill Labour Party to use your quote in their statement on the hotel published on Facebook on 18 August 2025.***

- just to clarify, I would like the call-out information broken down for each of the ten years and not as an aggregate number.***

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.

However, GMP does not hold the information that you have requested in an easily retrievable format.

GMP cannot provide the "details of all call-outs by GMP to the hotel in the last ten years" without carrying out a manual review. We are unable to determine the number of calls that are made to GMP in relation to the specific topics in the request as not every call result 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(1)** of the Freedom of Information Act 2000, the cost of providing you with the information is above the amount to which we are legally required to respond i.e. the cost of locating and retrieving 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 keep this within the fees limit, the information you are requesting will need revising to request the number of incidents recorded for this location rather than police calls received or "call outs". 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.