

Date: 10/09/2025
Our ref: 01/FOI/25/015464/U

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/015464/U

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

I would like a transcript of the phone call made to Greater Manchester Police made by a Barnardo's employee relating to an incident that happened with a Barnardo's service user. The details of the incident/phone call are:

Crime reference number: [REDACTED]

Date of incident/phone call: [REDACTED]

Name of person who made the call: [REDACTED]

The reason for the request is that I, as a Barnardo's employee, am currently investigating [REDACTED] conduct in relation to the application of safe working practices and Barnardo's policy and procedure during an incident at a planned home visit to a young person, [REDACTED], on [REDACTED].

The transcript of the call will help me with this investigation.

Result of Searches

The Freedom of Information Act provides the public with a general right of access to recorded information held by public authorities. However, information disclosed under this Act is effectively released into the public domain, or to the 'wider world', and not only to the person making the request. In cases where the public request information relating to individuals, it would be extremely rare for a public authority to release such information to the whole world under the terms of the Freedom of Information Act 2000.

Therefore, in accordance with the Act, this letter represents a refusal notice for this request.

Greater Manchester Police can neither confirm nor deny that it holds the information you requested as the duty in Section 1(1)(a) of the Freedom of Information Act 2000 does not apply, by virtue of the following exemption:

Section 40(5B)(a)(i) - Personal Information – giving information to a member of the public of the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) contravene any of the principles of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

To confirm that any information is held or not, could confirm personal data. In some circumstances confirming or denying whether information is held could itself identify a living individual and would therefore breach the principles of the GDPR and the Data Protection Act 2018.

Personal data is defined by Article 4 of the GDPR and Part 1 of the Data Protection Act 2018 and means any information relating to an identified or identifiable natural person ('data subject'). An identified natural person is one who can be identified directly or indirectly from that data.

This use of neither confirm nor deny should not be taken as proof that such information does or does not exist.