



Date: 28/07/2026
Our ref: 01/FOI/26/017188/W

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/26/017188/W

I write in connection with your request for information dated 06/07/2026, received by Greater Manchester Police (GMP) for the following information:

Please supply all the information you may have on any investigations with links to the ECO4 scheme.

I would like the number of queries coming in to the force related to ECO4, any investigations carried out with links to ECO4 (for example, but not limited to, money laundering), which other organisations were contacted in relation to these investigations, and what was the result of each of these queries and investigations.

Please break down the figures per year, for the years 2022, 2023, 2024, 2025 and 2026.

I also note your clarification, received by GMP on 07/07/2026:

The ECO4 scheme (or Energy Company Obligation scheme - version 4) is designed to pay for green energy upgrades to people's homes. Things like heat pumps, solar panels, and insulation.

The most vulnerable homes got grants to cover the cost of most, if not all of the work, but there have been reports to at least one police force about links to money laundering and therefore potentially organised crime. It's widely understood that installers engaged in fraudulent activities and forged customers' signatures.

I'm trying to find out how well known and widespread this was.

I'd like to know the number of 101 calls, incident reports, investigations and recorded crimes mentioning ECO4, if that's possible.

Result of Searches

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

However, GMP does not hold the information that you have requested in an easily retrievable format. To provide the data requested about 101 calls received would involve having to listen to the recordings of all calls to see if they are relevant to your request.

A search of our call handling records shows that there were over 500,000 calls received in 2025 alone. To listen to all the calls and establish if they are relevant to your request would clearly take over 18 hours, which exceeds the appropriate limit of £450.00, the amount to which we are legally required to respond.

As per section 12(1) of the Freedom of Information Act 2000, the cost of providing you with the information is therefore 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. If one part of the request engages a Section 12 response, the whole request will engage a Section 12 response. The reason being is locating, retrieving and extracting any further information would only add to the already exceeded time obligations and so no other searches have been completed at this stage.

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. For the force to keep this within the fees limit, the request for call content information would have to be omitted. There is no feasible way that this information can be collated within the FOI Act's cost limit. The information relating to incidents and crimes is more easily collatable. 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 may 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.