

Date: 11/02/2026
Our ref: 01/FOI/26/016218/H

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/26/016218/H

I write in connection with your request for information dated 21/01/2026, received by Greater Manchester Police (GMP) for the following information:

I request information under the Freedom of Information Act 2000.

Specifically, I request information on 999 calls.

Please provide:

- 1. The time in which the force is expected to respond to 999 calls.*
- 2. The number of 999 calls received by the force in each year from 2020 to 2025.*
- 3. The number of occasions on which no police car was available to answer a 999 call in each year from 2020 to 2025.*

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 some of the information that you have requested in an easily retrievable format.

GMP do not hold the data you have asked for in question 3 in a recorded form and to be able to provide this data, it would require a manual review of all the records that match this request. If a review consisted of just trawling through all the grade 1 incidents, this would amount to over 700,000 checks to be carried out but this number is likely to be higher upon a more in-depth search being performed. This question would take this FOI beyond the cost limits in yhe FOIA and cannot be provided.

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 attempt to keep this within the fees limit, the information you are requesting will need revising with the removal of question 3. However, 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.

Although excess costs remove GMP's obligations under the Freedom of Information Act 2000, as a gesture of goodwill I have supplied some information relative to your request that was retrieved before it was realised that the fees limit would be exceed (see below information). I hope that this is of use to you, but it does not affect our legal right to rely on the fee's regulations for the remainder of your request.

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.

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. Data for graded response are sourced using the latest incident grade, unless otherwise stated (e.g. in the initial vs latest grade sheet).

1. GMP work in line with the nationally set target of 90%. Please note – not all 999 calls are converted to Grade 1 – Emergency Incident. This is outlined in GMP's incident Response policy found here [01.foi.23.011310.t-thrive-model.pdf](#) – In addition, please also see [Police to be set 15-minute response target for some 999 calls - BBC News](#) already in the public domain.
2. See below.

999 Calls	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	48045	49259	48210	39444	46375	46952	52690	61583	49888	54256	43965	46180
2021	40766	40740	49986	51661	57084	60823	66021	56318	56272	54398	49492	52026
2022	50063	46217	52475	50273	55157	54755	56085	55805	49643	53643	49707	48683
2023	47140	44494	50641	50270	56557	61013	53642	52864	54417	52515	44819	46896
2024	42695	42193	45659	46587	53749	50737	54769	50843	49372	51412	47130	46982
2025	44026	40370	47796	45796	52546	52906	55139	52837	48046	49002	48435	47709