



Date: 19/02/2026
Our ref: 01/FOI/26/016301/B

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/26/016301/B

I write in connection with your request for information dated 03/02/2026, received by Greater Manchester Police (GMP) for the following information:

I am writing to request information under the Freedom of Information Act 2000.

Please provide the following information in relation to disruptive passenger incidents reported to or attended by Greater Manchester Police at Manchester Airport during the periods 1 January 2024 to 31 December 2024, and 1 January 2025 to 31 December 2025. I am requesting that the data for each period be provided separately. If data for the 2025 period is not yet available, please provide figures for the most recent 12-month period for which data is held.

Specifically, I am requesting:

The total number of reported disruptive passenger incidents in each period, broken down into three-month (quarterly) increments.

For each three-month period, a breakdown of incidents by primary cause or category, where recorded. This may include (but is not limited to):

Alcohol-related behaviour

Drug-related behaviour

Aggressive or violent behaviour

Verbal abuse or threats

Non-compliance with crew or airport staff Other (please specify, where possible)

Where available, please indicate whether the incident resulted in:

Arrest

Fixed penalty notice or other sanction

*Removal from aircraft
No further action*

If the information is held in a different format to that requested, I would be grateful if it could be provided in the closest available format.

If any part of this request exceeds the cost limit under Section 12 of the Act, I would appreciate advice on how the request could be refined to fall within the limit.

Please note that I am seeking aggregate data only and am not requesting any personal or identifiable information.

I look forward to your response within the statutory 20 working days. Please do not hesitate to contact me if you require any clarification

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 would involve a manual search of all disruptive passenger incidents to ascertain some of the information you have requested.

A “disruptive passenger incident” is not itself a crime in law, instead it is a label used in aviation and airport reporting to describe certain types of behaviour from airport passengers. When Manchester Airport Police deal with such an incident, they do not “crime” it as a disruptive passenger because this is not a legitimate offence. Instead, the behaviour within the incident may account to one or more specific offences, depending on what has happened. For example:

- If the passenger is abusive or threatening, it may be a public order offence.
- If they are drunk onboard an aircraft, it may fall under the aviation act.
- If they assault staff, police, or members of the public, it will be an assault offence.

Therefore, the phrase “disruptive passenger” is used as a category or description for tracking and reporting purposes in aviation, but when it comes to policing, the conduct must be matched to the correct offence in law.

As a result of this, the data available is limited and is purely reliant on the data provided being accurately recorded and requires manual data scanning and filtering to ensure incidents and crimes relating to “disruptive passengers” are recorded appropriately, as there is no specific Home Office closing code. A manual review of the incident log would be required to establish this information.

A search of our incident records shows that there are a total of 1,350 disruptive passenger incidents that would have to be manually reviewed. At a very conservative estimate of 5 minutes to locate, retrieve and review each file it would take approximately 112 hours to ascertain the data required.

Therefore, to comply with the whole of your request the process would take over 18 hours' work 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. In order for the force to keep this within the fees limit, the information that you are requesting will need to be reduced to a greatly reduced time period. 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.