

Date: 30/06/2026
Our ref: 01/FOI/26/017049/M

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/26/017049/M

I write in connection with your request for information dated 10/06/2026, received by Greater Manchester Police (GMP) for the following information:

For years 2024/25 and 2025/26 please provide the following:

- 1) List the structure of priority grading and target response times assigned to 999 calls***
- 2) List the total number of incidents allocated to each priority grade.***
- 3) For each priority grade, list the total number of initial 999 calls which resulted in the allocation of a Non-Crime Hate Incident after investigation***
- 4) For each priority grade, list the total number of initial 999 calls which resulted in the recording of a hate crime after investigation.***
- 5) For all Non-Crime Hate Incidents recorded, please provide a breakdown of the reporting method used to initiate the report (e.g., 999 call, 101 call, online report, or officer-initiated)."***

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, I am not obliged to supply all of the information you have requested as an exemption applies.

When refusing to provide such information because an exemption applies, Section 17(1) of the Freedom of Information Act 2000 requires GMP, to provide you - the applicant - with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

Question 1 is exempt under **Section 21 – Information accessible to applicant by other means**. The response to this request is available online. Please follow the link below.

[gmp incident response policy - Google Search](#)

Question 2.

The number of incidents by 'latest grade' as requested for the periods 01/04/2024 to 31/03/2025 and 01/04/2025 to 31/03/2026.

Incident SK		Total 2024/2025
1	Immediate	129647
2	Priority	116147
C	Central Resolution	1914
CC	Central Crime	133535
CO	Central Other	15069
LS	Local Schedule	58746
LT	Local Tasking	132115
N	Review by Neighbourhood	2
PA	Police Admin	212112
PD	Police Dispatch	177494
Incident SK		Total 2025/2026
1	Immediate	142191
2	Priority	111382
C	Central Resolution	836
CC	Central Crime	134245
CO	Central Other	22189
LS	Local Schedule	55845
LT	Local Tasking	123235
N	Review by Neighbourhood	8835
PA	Police Admin	234305
PD	Police Dispatch	179817

Question 3.

Incident SK		Total 2024/25
1	Immediate	21
2	Priority	25
C	Central Resolution	0
CC	Central Crime	33
CO	Central Other	0
LS	Local Schedule	30
LT	Local Tasking	39
N	Review by Neighbourhood	0
PA	Police Admin	0
PD	Police Dispatch	10

Incident SK		Total 2025/26
1	Immediate	21
2	Priority	28
C	Central Resolution	0
CC	Central Crime	46
CO	Central Other	0
LS	Local Schedule	31
LT	Local Tasking	20
N	Review by Neighbourhood	3
PA	Police Admin	1
PD	Police Dispatch	11

Question 4.

Incident SK		Total 2024/25
1	Immediate	1573
2	Priority	822
C	Central Resolution	10
CC	Central Crime	702
CO	Central Other	4
LS	Local Schedule	922
LT	Local Tasking	673
N	Review by Neighbourhood	0
PA	Police Admin	22
PD	Police Dispatch	442
Incident SK		Total 2025/26
1	Immediate	2003
2	Priority	852
C	Central Resolution	5
CC	Central Crime	953
CO	Central Other	11
LS	Local Schedule	765
LT	Local Tasking	527
N	Review by Neighbourhood	89
PA	Police Admin	28
PD	Police Dispatch	398

Question 5.

Incident Call Source Description	Total 2024/25
Email	142
Public Emergency	158
Public Non-Emergency	85
Live Chat	14
Internal Call	1
Radio Non-Emergency	0
Incident Call Source Description	Total 2025/26
Email	194
Public Emergency	161
Public Non-Emergency	104
Live Chat	15
Internal Call	0
Radio Non-Emergency	1