

Date: 07/07/2026
Our ref: 01/FOI/26/017083/O

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/26/017083/O

I write in connection with your request for information dated 17/06/2026, received by Greater Manchester Police (GMP) for the following information:

Subject: Freedom of Information Request - Incident Statistics for M90 4EG

"Under the Freedom of Information Act 2000, I am requesting statistical data regarding police call-outs and recorded incidents for the following specific address:

Etrop Grange Hotel, Bailey Lane, Woodhouse Park, Manchester, M90 4EG.

Please provide the following information:

The total number of police call-outs / recorded incidents to this specific address and its immediate grounds over the last 12 months (from 08/09/2025 to the present day.

A breakdown of these incidents categorized by the type of offense or reason for the call-out (e.g., assault, theft, anti-social behaviour, public order offenses, etc.).

I am only requesting anonymized, statistical data to understand the volume and nature of call-outs to this commercial address. I am not requesting any personal data, suspect names, or victim details that would trigger a Section 40 (Personal Information) exemption."

I also note your clarification email, provided to GMP on 24/06/2026:

Thank you for your prompt response and for giving me the opportunity to clarify my request (Ref: 01/FOI/26/017083/O).

*To ensure you can conduct a comprehensive search, I can confirm that I am requesting the data for **all three** of the categories you mentioned.*

Specifically, for the property known as **Etrop Grange (Thorley Lane, Manchester Airport, M90 4EG)**, please provide the total figures for the following over the last 24 months (or the most recent 24-month period available):

1. The total number of **emergency 999 calls** recorded where Etrop Grange was the location of the incident or the caller's location.
2. The total number of **non-emergency 101 calls** recorded where Etrop Grange was the location of the incident or the caller's location.
3. The total number of **recorded incidents** (including both crimes and non-crime incidents, such as anti-social behavior or safeguarding concerns) logged at this specific address.

If providing data for all three categories exceeds the time/cost limits of the FOI Act, please prioritize **1. Recorded Incidents** and **2. 999 calls**, in that order.

Thank you for your assistance in processing this information.

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 999 and 101 calls would involve the recordings of all recorded calls to establish if they relate to the property in your request.

GMP received 1,180,392, calls to 999 between 01/06/2024 and 31/05/2026, and to determine the location each call is related to it would require the calls to be listened to in full, and this would far exceed the time restrictions of an FOI. 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. 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.

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

This data contains incidents with a postcode of 'M90 4EG' and 'Etrop Grange' somewhere within the location fields, with a created date between 01/06/2024 and 31/05/2026, excluding incidents with a closing code of L10 Duplicate, L19 Error or L22 Test or training.

Incident Type	Grand Total
(D04)-ASB-Abandoned Calls	2
Antisocial Behaviour	4
ASB-Communications	14
ASB-DOM	17
Burglary	3
Complaints against Police	1
Contact Record / Message / Information	49
Crime Update	6
Criminal damage	5
Firearms offences	1
HATE INCIDENT	1
Lost / Found Property / Person	6
Missing Person	60
Other crime (inc. Shoplifting & Theft of pedal cycle))	19
Police Generated or Resourced Activity - (Opening Code)	46
Public Safety / Welfare	96
RAPE	3
Robbery / Theft from Person	3
Sexual / Indecency (Not Rape)	5
Suspicious circumstances - (Opening Code)	4
Vehicle crime	2
Violent / Public Order	110
Wanted Persons / Bail	21
Grand Total	478