

Tuesday, 07 July 2026
Our ref: 01/FOI/26/017098/V

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/26/017098/V

I write in connection with your request for information dated 20/06/2026, received by Greater Manchester Police (GMP) for the following information:

Under the Freedom of Information Act 2000, please provide the following information regarding logged incidents within your Force. I looking to understand how many police incidents have been linked to individuals experiencing distress following AI chatbot use.

To ensure this remains within Section 12 cost limits, please restrict this request to a basic, automated keyword search of your systems.

1. a) Between 1st January 2023 and the date of this request, how many total logged incidents contain one or more of the following specific text phrases within the log text or incident summary?

"ChatGPT"; "AI chatbot"

b) For any matches identified in Question 1 a), please provide a breakdown of the number of incidents by calendar year (2023, 2024, 2025, and 2026 to date).

For the identified matches, please provide:

c) The high-level incident opening or closure category (e.g., "Concern for Welfare", "Mental Health", "Domestic Incident").

d) Whether the incident resulted in a detention under Section 136 of the Mental Health Act.

Result of Searches

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

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 created date between 01/01/2023 and 21/06/2026 where the title, details or contact comments contains 'CHATGPT' or 'AI CHATBOT', excluding incidents with a closing code of L10 Duplicate, L19 Error or L22 Test or training. Please note:
 - The keyword methodology does not account for spelling errors.
 - The appearance of the keywords in the text fields does not necessarily mean that records are relevant to this request.
- There can be more than one closing code attached to an incident.

a) 20

b)

Calendar Year	Count of Incident
2024	X
2025	16
2026	X

c)

Incident Closure Code Description
Abandoned
Abandoned Call
Arrested - S136 Mental Health Act
Concern for safety - (18 & Over)
Contact Record / Message / Information
Domestic - Between those aged 16+
Lost / Found Property / Person
Malicious / Nuisance Communications
Police Generated or Resource Activity - (Closing Code)

Suspicious Circumstances
Vehicle Crime
Violence

d) 1 incident with closing code G36 - Arrested - S136 Mental Health Act

The information on a) X are marked on any count value less than 5, and combined data from a) to d), have been exempted from disclosure under **Section 40(2) Personal Information** – this information constitutes personal data of an identifiable living individual, and to disclose this information would breach the principles of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Personal data is defined by Section 1 of the Data Protection Act 2018 and means data that relates to an individual who can be identified directly or indirectly from that data.