

Date: 25/02/2026
Our ref: 01/FOI/26/016356/Q

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/26/016356/Q

I write in connection with your request for information dated 11/02/2026, received by Greater Manchester Police (GMP) for the following information:

I am kindly requesting the following:

- 1. I am requesting any force level policies or guidance around the policing response to technology-facilitated abuse/technology-facilitated violence and abuse.***
- 2. Any TecSAFE data (if adopted in this force) from the last 5 years in relation to prevalence of use and types of offences recorded (specifically interested in the tech-related incidents)***

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 some of the information requested is held by GMP.

1. See the attached policy.
2. No information held – The recording of data only went live on the 23/02/26. Please resubmit later in the year to see if this changes should this still be required.

TECSAFE

February 2026

What is Tecsafe

TecSAFE utilises bespoke mobile technology to provide high-risk vulnerable people with enhanced access to the police in an emergency.

The 'TecSAFE' title is a shortened version of the term - 'Technical Safeguarding'.

Enhanced access to the police is enabled through:

- Provision of the 'Who's News' covert emergency app, which is loaded onto the vulnerable person's own smartphone. It can only be used on Apple and Android operating systems. The App uses up-to-date news stories pulled from the BBC news site as its 'cover'.
- Only the police can enable the emergency functionality covertly hidden within the app. This allows emergency calls to the B.T. 999 operator, who can identify them as TecSAFE calls. Calls will then be routed to the police control room for the area in which the vulnerable person is located at that time. The App also provides global location information that can be viewed directly from police control rooms.
- Real-time location/speed/direction updates are provided directly into police control rooms enabling effective and accurate tracking during an emergency. The system shares information/intelligence added by the OIC with all police control rooms 24/7 regarding the victim and perpetrator details/risks, so that all 50+ police control rooms can respond effectively to an activation from another force's victim – protecting victims and officers

Licences

GMP have purchased 100 licences for use across Greater Manchester. Though only one vulnerable person can be registered to Tecsafe per licence, when the risk is reduced to the victim and the use of the app is no longer required, the victim can be de-registered, and the licence becomes available for use again.

To ensure that the licences are shared appropriately across Greater Manchester, districts will be allocated a set number of licences, with the Stalking triage centre allocated some licences to support Stalking victims. The licences will be shared based on the number of MARAC cases referred and the number of Non-DA stalking cases. Therefore, each district will be allocated the following licences:

District	Licences
City of Manchester North	9
City of Manchester Central	7
City of Manchester South	6
Bolton	10
Bury	6

Oldham	10
Rochdale	8
Salford	11
Stockport	6
Tameside	7
Trafford	6
Wigan	11
Stalking Triage Centre/PPD	3
	100

Officers need to be mindful that the Tecsafe app will not split the licences into the respective districts and therefore need to check that there are licences ready to be used prior to the victim being asked whether they wish to use the app.

Identifying vulnerable people suitable for the App

Tecsafe is an additional safeguarding tool for High-risk vulnerable victims. This includes victims of domestic abuse and/or stalking. Therefore, identifying those victims who may need enhanced contact with police is important. Each case needs to be reviewed on a case-by-case basis but the following victims should be considered:

- High Risk Domestic Abuse Victim
- Non-DA Stalking Victim at significant risk of harm

All identified victims must have use of an Apple or Android mobile device. There may be occurrences when a victim only needs the app for a short period of time, for example when an offender is still wanted and we are concerned about their safety until the offender is arrested and remanded, or the risk reduced.

District SPOCS/Admin roles

Each district will need to identify at least one SPOC to manage their districts allocated licences. The SPOCS will be responsible for:

- Ensuring officers have received the appropriate training in the use of the application
- Managing police officers' access to the app
- Ensuring reviews are completed on users registered to the app and users identified as no longer needing the app deregistered.
- Identifying those users who have not completed the confidence check in 48 hours and ensuring contact is made with the user.
- Ensure that officers have added details of the user to GMPS central tracker:
- [Tecsafe User management](#)

District Safeguarding Team (DST) and Domestic Abuse Team (DAT) Responsibilities

DST and DAT users will be responsible for:

- identifying vulnerable people suitable to receive the App
- Ensuring the Tecsafe Declaration form is read by the vulnerable user and signed. All copies can be uploaded to the DAB/CAP record.
- briefing the vulnerable person as to their responsibilities, ensuring that the vulnerable person understands that they need to refresh the app daily and how it is monitored by the police.
- managing, registering and deregistering the emergency functionality of the App
- Adding an urgent response marker, with Tecsafe user in the supporting notes field, to the vulnerable persons phone number. Once the app is no longer required by the vulnerable person, remove the Tecsafe note from the marker.
- Ensure urgent response markers are on the person record and vulnerable persons address as required for high risk victims during triage.
- Updating the GMP tracker when new users are added, or apps are removed as no longer required. The tracker can be accessed by following the below link:
[Tecsafe User management](#)
- informing the control room if testing the app is working on a users phone before it is activated.
- where appropriate, informing other agencies of any activations
- Identifying those users who have not completed the confidence check within the last 24 hours and making contact with the user.
- Removing users from the database once the necessity for use of the app is no longer required. Users must be informed that they are being removed from the database and the app will no longer be in use.

User Guides

The main user guides are provided by TecSAFE and can be located in the resource library on the Tecsafe website.