



Date: 16/04/2026
Our ref: 01/FOI/26/016589/F

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/26/016589/F

I write in connection with your request for information dated 16/03/2026, received by Greater Manchester Police (GMP) for the following information:

Hope you are well. Under the Freedom of Information Act 2000, I would like to kindly request the following information:

- 1) *The total number of incident responses which came through the 999 BSL service that resulted in the attendance / dispatch of police officers from your force in 2022, 2023, 2024 and 2025*
 - a. *Please provide a separate figure for each individual calendar year - e.g. 100 in 2022, 37 in 2023, etc*
- 2) *The total number of incident responses which came through the 999 BSL service that resulted in the attendance / dispatch of police officers from your force specifically where a BSL interpreter was also used / employed / contracted to assist at the scene of the emergency (AFTER the dispatch) (either in-person or virtually e.g. computers on wheels, facetime, etc) in 2022, 2023, 2024 and 2025*
 - b. *Again, please provide a separate figure for each individual calendar year*

If data is not available for part two, please instead indicate whether the police force routinely contracts / uses a BSL interpreter to assist with any police officer dispatches resulting from an incident report through the 999 BSL service (aka, if there is any provision for BSL interpretation in emergency situations after the initial 999 BSL video relay service has concluded and officers are dispatched).

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. The use of the BSL 999 service is routed into our control room in the same format as a standard 999 call and unfortunately the system does not have any reportable characteristics to allow us to identify these incidents with ease. To provide the data requested would involve a manual search of all calls to establish if it is noted on the log that the call was made through the BSL 999 service.

A search of our call handling records shows that for 2024, there were 1,238,332 calls that would have to be reviewed. At a very conservative estimate of 5 minutes to locate, retrieve and review each file it would take approximately 103,194 hours to ascertain the data required, and that would only be for one year. To comply with the whole of your request the process would therefore take over 18 hours work and exceeds the appropriate limit of £450.00, the amount to which we are legally required to respond.

Therefore, as per section 12(1) of the Freedom of Information Act 2000, the cost of providing you with the information is 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.

In this instance, Greater Manchester Police will be unable able to provide advice for you to reduce the request in order for the force to keep this within the fees limit in accordance with Section 16(1), the duty to provide advice and assistance, of the Freedom of Information Act 2000.