

Date: 06/05/2026
Our ref: 01/FOI/26/016757/D

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/26/016757/D

I write in connection with your request for information dated 23/04/2026, received by Greater Manchester Police (GMP) for the following information:

FOI Request 2: Home Visit Statistics (Wigan Division)

For the Wigan West and Wigan Central areas, for the period 1 January 2024 to the present date, provide the total number of instances in which officers were dispatched to a caller's home address specifically in response to the caller's language or conduct during a 999 or 101 call, rather than in response to a reported crime.

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, GMP does not hold the information that you have requested in an easily retrievable format.

GMP do not have a reportable standard method of recording that the reason for officer attendance is due to '***the caller's language or conduct during a 999 or 101 call***',. This information would be held within the call log, and the only way to extract the required data would be to manually review each incident that falls within the scope of this FOI to understand the reason for attendance. Our data holders have conducted a search on the Wigan area and identified that Wigan West has 50,067 incidents that have been attended between 01/01/2024 and 30/04/2026 and Wigan East has 50,365 incidents that have been attended in the same time period. To review each of this would far exceed the limitations set out within the FOIA.

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.

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. In order for the force to attempt to keep this within the fees limit, the information you are requesting will need revising with a considerably refined timeframe. With any request that requires a manual review there is always a chance of a request being refused under S12 due to the enormity of work that is usually needed to provide the data, therefore 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.