

Date: 06/05/2026
Our ref: 01/FOI/26/016760/Y

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/26/016760/Y

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 5: 999 Call Handler Decision Authority

Provide the policy or standard operating procedure that defines a 999 call handler's authority to authorise the dispatch of officers to a caller's home address in response to intemperate language, including whether supervisor approval is required.

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.

The grading decision determines the need for the deployment of resources, the grading decision would be dependent upon the information gathered, whether that is new information or existing information from police systems. All staff are trained to apply the THRIVE assessment as is detailed in the Incident response policy attached, regardless of the incident type or nature the attached policy is to be followed.

Call Handlers are trained to make grading decisions and their authority to grade incidents for attendance is dictated by the job description and the duties within their role.

[incident-response-policy-v1.3-july-2017-redacted.pdf](#)