Information Access Unit
Information Management and Data Directorate

Date: 28/09/2026
Our ref: 01/FOI/26/017711/T

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/26/017711/T

I write in connection with your request for information dated 23/09/2026, received by Greater Manchester Police (GMP) for the following information:

For calls received to your Control Room over the last 3 months, can I kindly ask you to advise how many were closed with a disposal code of "not a police matter" or your equivalent, and if possible, give me a breakdown on how many of those calls were received using 999 and 101.

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. To provide the data requested would involve a manual search of all call recordings to establish whether the call was relevant to this request.

Unfortunately, we are unable to determine the number of calls made to GMP in relation to a specific topic in the request as not every call will result in an incident and until an incident is recorded, we are unable to determine the nature and details of the call. Call data represents the volume/quantitative side such as, how many calls GMP received, the duration of each call, the number of unanswered calls, etc. It does not provide any details about the content of the calls. This information comes from the call handler documenting the call, which then becomes incident data.

During this three month period GMP received 177,572 calls to 999 and 186,236 non-emergency calls. To determine whether it was assessed as ‘not a police matter’ each call would need to be listened to. Therefore, to comply with the whole of your request the process

would take over 18 hours' work which exceeds the appropriate limit of £450.00, the amount to which we are legally required to respond.

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

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. For the force to keep this within the fees limit, the information that you are requesting will need to be reduced to a greatly reduced time period. 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.

Should you wish to refine and resubmit your request in line with the advice above please respond to freedomofinformation@gmp.police.uk.