



Date: 14/09/2026
Our ref: 01/FOI/26/017465/Y

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/26/017465/Y

I write in connection with your request for information dated 17/08/2026, received by Greater Manchester Police (GMP) for the following information:

Under the Freedom of Information Act 2000, I would like to request the following information regarding offence code 500 – using a hand-held mobile device whilst driving:

1. *What are Greater Manchester Police's current eligibility criteria for offering an NDORS or driver retraining course for offence code 500?*
2. *Is a first-time offender with no previous convictions, penalty points or previous NDORS courses potentially eligible for an NDORS course for offence code 500?*
3. *How many offence code 500 cases were recorded by Greater Manchester Police in:*
 - 2024
 - 2025
 - 2026 to date
4. *Of those cases, how many resulted in:*
 - a. *An NDORS/driver retraining course being offered*
 - b. *A fixed penalty being issued*
 - c. *Court proceedings*
 - d. *Any other disposal*
5. *If available, please provide the number and percentage of first-time offence code 500 offenders who were offered an NDORS course in 2024, 2025 and 2026 to date.*
6. *Does the decision to offer an NDORS course depend on any additional factors, such as:*

- a. *Previous driving offences*
 - b. *Previous NDORS courses*
 - c. *The circumstances of the offence*
 - d. *Whether the driver was stationary or moving*
 - e. *Whether the vehicle engine was running*
 - f. *Whether the driver was holding the phone*
 - g. *Whether there was a collision or injury*
 - h. *The driver's length of time holding a driving licence*
7. *Is there any written policy, guidance, decision-making framework or eligibility matrix currently used by GMP officers or the Central Ticket Office when determining whether to offer an NDORS course for offence code 500?*

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.

1. GMP do not offer driver awareness courses for this offence.
2. GMP do not offer driver awareness courses for this offence.
- 3.

2024	4178
2025	3927
2026	2253

- 4.

	Course	Fixed Penalty	Court Process	Other
2024	2,024	1,028	605	521
2025	0	2,403	1,353	171
2026	0	1,279	308	666

5. GMP do not offer driver awareness courses for this offence, so 0% of offenders were offered an NDORS course.
6. There is no course available for this offence however, for other offences, eligibility for a driver awareness course depends on whether there is a course available for the type of offence plus the driver must not have completed the same type of course within the past 3 years (calculated from the date of the previous offence to the date of the current offence.)
7. GMP do not offer driver awareness courses for this offence, so no such information is held.