

Date: 18th August 2026
Our ref: FOI/26/017466/Z

FREEDOM OF INFORMATION REQUEST REFERENCE NO: FOI/26/017466/Z

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, please could you provide the following information regarding offence code 500 – using a hand-held mobile device whilst driving:

- 1. Is offence code 500 currently eligible for an NDORS/driver retraining course in Greater Manchester?***
- 2. If yes, which specific NDORS course can be offered for this offence?***
- 3. What are the current eligibility criteria for offering the course?***
- 4. How many Code 500 offences resulted in an NDORS course being offered in 2024, 2025 and 2026 to date?***
- 5. How many Code 500 offences resulted in a fixed penalty or court proceedings during the same periods?***
- 6. Is there currently any policy, guidance or eligibility matrix used by GMP when deciding whether to offer an NDORS course for Code 500?***

7.If Code 500 is not currently eligible for an NDORS course, please confirm this explicitly.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate the requested information. I can confirm the information requested is held by GMP.

For reference, the offence code you are referring to is RV86019 – Use a handheld mobile phone/device while driving a motor vehicle on a road.

Question 1 – No

Question 2 – N/A

Question 3 – N/A

Question 4 – 2,324 courses were issued in 2024. There were none in 2025 and 2026 as the availability for drivers to attend an NDORS course for this offence was removed nationally on 1st September 2024.

Question 5 – The below course data relates to offences processed by the CTO.

Year	Fixed Penalty	Court Process
2024	1,028	605
2025	2,403	1,353
2026	1,279	308

Question 6 – N/A as above we no longer offer a course for RV86019.

Question 7 – The availability for drivers to attend an NDORS course for this offence was removed nationally on 1st September 2024.