

**Freedom of Information Request Reference N°: FOI 000192-18**

I write in connection with your request for information received by Suffolk Constabulary on the 12 January 2018 in which you sought access to the following information:

1. *“How many alarm response emergency calls did Suffolk Constabulary receive in the following 12 month periods, or whatever measurable 12 month period the force uses to record such data;  
a. January 2017 – December 2017  
b. January 2016 – December 2016  
c. January 2015 – December 2015*
2. *How many of these calls were false alarms, or required no police action, for each period of data given?*
3. *What is the cost to Suffolk Constabulary to respond to an alarm response emergency call?”*

**Response to your Request**

The response provided below is correct as of 17 January 2018

Suffolk Constabulary has considered your request for information and the response is below.

1. The total number of calls received by the Constabulary with an incident type as ‘Public Safety – Alarms’ is provided in the table below, by year:

<b>Year</b>	<b>No. of incidents</b>
2015	2410
2016	2000
2017	1844
<b>Grand Total</b>	<b>6254</b>

2. The Constabulary is unable to confirm the number of those that were false alarms, as this detail would only be contained within the incident log and involve a manual review of each call. We have therefore confirmed in the table below, the number attended and the number not attended.



Year	Attended	No Attendance	Grand Total
2015	1629	781	2410
2016	1543	457	2000
2017	1444	400	1844
<b>Grand Total</b>	<b>4616</b>	<b>1638</b>	<b>6254</b>

3. The Constabulary does not record costs associated with individual calls as this information is embedded within departmental budgets.

The guidelines on Police Requirements & Response to Security Systems, available here:

[http://www.securedbydesign.com/wp-content/uploads/2015/08/Security\\_Systems\\_Policy\\_2015.pdf](http://www.securedbydesign.com/wp-content/uploads/2015/08/Security_Systems_Policy_2015.pdf)

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;

<http://www.opsi.gov.uk/>

Suffolk Constabulary is not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.



Your Right to Request a Review of Decisions Made Under the Terms of the Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask Suffolk Constabulary to review their decision.

Ask Suffolk Constabulary to look at the decision again.

If you are dissatisfied with the decision made by Suffolk Constabulary under the Freedom of Information Act (2000), regarding access to information, you must notify Suffolk Constabulary that you are requesting a review within 20 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker  
Information Management Department  
Suffolk Constabulary  
Police Headquarters  
Martlesham Heath  
Ipswich  
Suffolk  
IP5 3QS  
OR  
Email: [information@suffolk.pnn.police.uk](mailto:information@suffolk.pnn.police.uk)*

In all possible circumstances Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at [www.ico.org.uk](http://www.ico.org.uk) or contact them at the address shown below:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 01625 545 700