



Freedom of Information Request Reference N^o: FOI 000795-18

I write in connection with your request for information received by Norfolk and Suffolk Constabularies on the 26 February 2018 in which you sought access to the following information:

1. *“How many hoax calls have been made to the Suffolk Police's 999 emergency number, which resulted in officers being deployed to locations to respond to incidents that have not taken place, in 2016 and 2017?”*
2. *How many nuisance calls have been made to the Suffolk Police's 999 emergency number in 2016 and 2017?*

Response to your Request

The response provided below is correct as of 26 February 2018

Norfolk and Suffolk Constabularies have considered your request for information and our response is below.

A search has been conducted via the Constabulary's call recording system against the incident type of “Public Safety – Hoax Call”, and for those where an attendance has been recorded.

1. The below tables provide the number of Hoax calls recorded and those attended:

Suffolk

	Attended	Not Attended	Grand Total
2016	133	547	680
2017	137	525	662

Norfolk

	Attended	Not Attended	Grand Total
2016	320	964	1284
2017	256	1228	1484

2. We do not have a category within our call recording system for nuisance calls, and therefore hold no information in relation to this question.

Should you have any further queries concerning this request, please contact Clair Pack, FOI Decision Maker, quoting the reference number shown above.

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/>

Norfolk and Suffolk Constabularies are 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 the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and 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*

In all possible circumstances Norfolk and 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 Norfolk and 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 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