



Freedom of Information Request Reference N^o: FOI 000014-19

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 2 January 2019 which you sought access to the following information:

1. *“The total number of 999 calls made to your police force in 2018 where 'spider' or 'spiders' was the reason for the call.*
2. *As much detailed information as possible on the reason for the call.*
3. *The outcome of the call - eg if police attended or not”*

Response to your Request

The response provided below is correct as of 15 January 2019

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

A search has been completed of the Constabularies call data for all incidents reported that contain the word ‘Spider’ within the incident text and where the specific reason for the call. Those incidents have then been manually reviewed to exclude any that do not refer to the animal spider, for example where the call refers to a tattoo etc.

There were a total of 8 calls across the two Constabularies located as follows:

Norfolk Constabulary	
Tarantula has died and she is currently sitting in the garden with it in her hands	No Attendance
3 vehicle non injury RTC caused by a driver swatting a spider on his wing mirror	Attended - NFA
Going on about massive spiders trying to attack him	No Attendance
Parents stated child got scared seeing a spider,	Attended - NFA
There are big spiders running all over her house	No Attendance
Suffolk Constabulary	
Asking for police to remove a person who is burning spiders in the corner of his flat	No attendance
Had a spider in her hair he was trying to remove it	NFA
Infmt is going on about a spider that was found in his house the other day	No attendance

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 40 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