

**Freedom of Information Request Reference N°: FOI 000099-19**

I write in connection with your request for information received by Suffolk Constabulary on the 8 January 2019 in which you sought access to the following information:

*“Can you please provide the average response times for 999 calls in the past five years?*

*Can you please break it down per month for each given year.*

*Can you also please break it down by the appropriate grades used for 999 calls by your force, per month for 2018, 2017, 2016, 2015 and 2014.”*

**Response to your Request**

The response provided below is correct as of 21 January 2019

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

Suffolk Constabulary only records response times for Grade A and B calls all other calls where attendance is required, is dealt with outside of the contact and control room and consequently, a response time is not updated within the call.

The table provided below confirms the average response times for grade A and B calls for the 2014 – 2018 calendar years, by month. This data is based on the time the call was received to the time officers attended. The data will not include any occasions where attendance was not subsequently necessary and will also not account for occasions where the grading of the call has changed. For example, a call originally graded as B may subsequently be upgraded, in which case the target time will not theoretically be met from the time the call was received.

Please be aware that processes and procedures have change during this period and consequently, the data is not directly comparable year on year. The data is provided based on current recording processes and the target response times are as follows:

Year / Month	Grade A	Grade B
<b>2014</b>		
January	00:13:05	00:43:19
February	00:09:38	00:46:02
March	00:08:31	00:34:16
April	00:08:42	00:39:40



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May	00:08:31	00:47:07
June	00:10:14	00:47:21
July	00:08:54	00:45:47
August	00:09:04	00:39:01
September	00:08:37	00:56:06
October	00:08:57	00:53:41
November	00:09:26	00:41:08
December	00:09:14	00:37:25
<b>2015</b>		
January	00:09:13	00:45:18
February	00:09:55	00:47:27
March	00:09:53	01:02:28
April	00:09:06	00:44:53
May	00:10:04	00:37:37
June	00:09:56	00:51:22
July	00:09:28	00:51:27
August	00:09:41	00:44:29
September	00:10:12	00:48:24
October	00:10:09	00:38:16
November	00:10:22	00:42:45
December	00:09:44	00:42:52
<b>2016</b>		
January	00:09:36	00:43:38
February	00:10:00	00:44:42
March	00:10:35	00:40:09
April	00:09:46	00:44:56
May	00:10:11	00:56:04
June	00:10:53	01:53:19
July	00:11:26	01:29:42
August	00:10:00	01:08:48
September	00:10:40	01:30:08
October	00:10:30	01:17:13
November	00:11:16	01:10:00
December	00:10:44	01:12:28
<b>2017</b>		



January	00:11:17	01:08:30
February	00:10:40	01:12:30
March	00:09:44	01:33:38
April	00:09:30	01:12:55
May	00:10:37	01:40:16
June	00:10:15	02:16:27
July	00:10:08	02:02:35
August	00:10:16	02:10:04
September	00:10:20	03:04:01
October	00:09:55	02:53:29
November	00:10:12	01:58:13
December	00:09:57	01:37:18
<b>2018</b>		
January	00:09:56	02:05:50
February	00:10:16	01:52:30
March	00:10:33	02:05:58
April	00:09:37	02:10:50
May	00:09:36	03:14:25
June	00:10:20	04:41:34
July	00:10:12	03:41:22
August	00:10:43	03:35:56
September	00:10:00	03:25:41
October	00:10:07	02:46:01
November	00:10:37	02:41:40
December	00:09:32	02:23:51
<b>Grand Total</b>	<b>00:10:04</b>	<b>01:33:46</b>

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/>

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 40 working 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