



Freedom of Information Request Reference N°: FOI 000150-19

I write in connection with your request for information received by Suffolk Constabulary on the 10 January 2019 in which you sought access to the following information:

“How many 101 calls were made to Suffolk police in each month dating back to (and including) January 2018? Please break down by police force area.

In total, how long did people spend waiting for an answer to these calls in each month dating back to (and including) January 2018? Please give the answer in hours and minutes. Please also break down by police force area.

What was the longest waiting time between January 2018 and January 2019, and the shortest? Please also indicate the relevant police force area.

How many of these calls were abandoned or redirected in each month dating back to (and including) January 2018? Please break down by police force area.

How many 101 calls were made to Suffolk police in each month between January 2017 and January 2018? Please break down by police force area.

In total, how long did people spend waiting for an answer to these calls in each month between January 2017 and January 2018? Please give the answer in hours and minutes. Please also break down by police force area.

What was the longest waiting time between January 2017 and January 2018, and the shortest? Please also indicate the relevant police force area.

How many of these calls were abandoned or redirected in each month between January 2017 and January 2018? Please break down by police force area.”

Response to your Request

The response provided below is correct as of 18 January 2019

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

All 101 calls are answered quickly by our switchboard and a brief risk assessment is completed. Any call requiring an urgent response is treated as an emergency call. Since May 2018 calls where no immediate risks are identified are prioritised, before being transferred to our Contact and Control Room, where our most important calls are answered first. For example a call reporting domestic abuse or a public safety issue, is answered before a call requesting advice



only. Callers in each queue are given targeted messages, for example callers reporting domestic abuse are told their call is important and asked to stay on the line; where callers requesting advice or reporting minor crimes are encouraged to use our online services. Suffolk Constabulary is encouraging non-urgent callers to visit our website first where there is a wide variety of information and the ability to report minor matters online.

Note: Cabinet Office research indicates that 40% of calls to police are not police matters; and that those reporting non-police matters are more likely to reflect on the appropriateness of their call whilst waiting to be answered and terminate the call.

The Constabulary does not hold call data in the manner requested as the data is supplied to us via the Orbitel system for daily 101 calls received. This data does not include the location from which the call was made nor does it include the amount of time taken to answer individual calls, therefore this is not held by the Constabulary.

With regards to the abandoned call data, the information that we hold is not accurate as a result of the implementation of a new telephony system in 2018. The Constabulary is working towards securing the most accurate data, however at this time we cannot confidently comment on performance data owing to the information we hold being wholly unreliable and inaccurate. The Constabulary are unable to extract accurate data from our call system at this time as the information is not held in this way; consequently accurate data is not currently held. We have provided previous responses concerning this topic, figures for which have derived from the previous telephony system.

The tables provided below confirm the total number of calls received during the 2017 and 2018 calendar years, by month.

MONTH	2018	2017
Jan-18	13,986	13,104
Feb-18	12,214	13,167
Mar-18	13,601	14,625
Apr-18	13,170	14,126
May-18	14,743	15,911
Jun-18	14,742	16,707
Jul-18	15,317	17,321
Aug-18	12,986	15,787
Sep-18	11,882	15,020
Oct-18	12,106	15,003
Nov-18	10,580	14,335



Dec-18	10,510	13,204
TOTAL	155,837	178,310

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*

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 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