

Freedom of Information Request Reference N°: FOI 000509-20

I write in connection with your request for information received by Suffolk Constabulary on the 3 February 2020 in which you sought access to the following information:

1. *“How many 999 calls were received in the last year?”*
2. *How many given the highest priority and how long until crews arrived?*
3. *What are the guidelines or policy on grading calls with relevant response times?”*

Response to your Request

The response provided below is correct as of 5 February 2020

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

1. The total number of 999 calls received during 2019 was 68,502.
2. Of those in question 1, 14,394 calls were assigned as Grade A (Urban and Rural). We have worked on the assumption that the question requires the average response time for Grade A calls, which based on this data, was 5 minutes 51 seconds.
3. The Constabulary’s grading process is as follows:

Priority	Grade	Description and Target Time
1	A Urban	Emergency (15 min)
2	A Rural	Emergency (20 min)
3	B	Priority (60 min)
4	C	Scheduled
5	D	Non-Attendance
6	CCR Resolution	Non-Attendance
7	Diary	

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.



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CONSTABULARY**
Taking pride in keeping Suffolk safe

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