



26<sup>th</sup> April 2019

**Freedom of Information Request Reference N<sup>o</sup>: FOI 000751/19**

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 21<sup>st</sup> February 2019 in which you sought access to the following information:

Please can you provide the following:

- 1 What was the average response time (Grade 1-4) for 999 calls in the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18.
- 2 How many 999 calls were received (Grade 1-4) in the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18
- 3 Is there a target time for officers to respond to the highest priority calls (Grade 1/ P1)? If so please specify what this is.
- 4 How many of the highest priority calls (Grade 1/P1) had a response time exceeding 12 minutes for the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18
- 5 How many of the highest priority calls (Grade 1/P1) had a response time exceeding 15 minutes for the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18
- 6 How many of the highest priority calls (Grade 1/P1) had a response time exceeding 30 minutes for the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18
- 7 How many of the highest priority calls (Grade 1/P1) had a response time exceeding 60 minutes for the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18

Note: by "response time" I mean the time from a 999 call being made to an officer attending.

I would be grateful if the information could be set out in the template attached.

Please note: This request is an amended version of a previous FOI which was submitted on 08/02/19 (see below). The initial FOI received a number of queries from different forces so I have amended the request to make it more specific, smaller in scope and more clearly worded. I'd be interested in any information already compiled but I'm also happy for you to provide the figures requested in this email in place of the earlier request.

## Response to your Request

The response provided below is correct as of 16<sup>th</sup> April 2019.

Norfolk and Suffolk Constabularies have located the following information as relevant to your request. The figures have been taken from the number of CAD incident reports generated as a result of a 999 call.

The figures have been taken from incident reports which have been graded either A, B or C, and where the call has originated from the 999 line. The figures have are based on the time the call was received and the time an officer has arrived. This has required an amount of calculation.

Not all 999 calls result in an immediate response. The call taker will assess the caller's information and then assign a relevant incident grading. It is the grading that decides the target time for attendance. The police call taker will usually give the caller a guide to the speed of the police response. Grade A incidents have the shortest target time from the call being received to the arrival of the unit at the incident, 15 minutes for urban and 20 minutes for rural. Grade B incidents are those which require a priority response. Grade C or routine incidents do not have a target time but will remain under periodic review.

Norfolk and Suffolk Constabularies have different processes for recording crime. In Suffolk calls reporting crimes, which do not require immediate attendance are graded "D" (non-attendance). Those CADs are subsequently converted into a crime report by the Incident and Case Management Hub. Any follow up enquiries, which can include attendance, are then managed on the crime recording system, not on the CAD recording system.

Please note there is no Suffolk data prior to 2013/14.

### NORFOLK DATA

<b>Total Number of 999 Incidents</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Priority 1 - Grade A Urban	13761	11970	11936	12911	13834	14418	15791
Priority 2 - Grade A Rural	8933	8429	9164	9882	10907	11254	12811
Priority 3 - Grade B	13193	12386	11736	11058	11995	12721	13686
Priority 4 - Grade C	2406	3091	2616	2299	2167	2292	2516

<b>Average Response Time by Grading</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Priority 1 - Grade A Urban	07:34	07:11	07:25	08:00	07:43	07:36	08:16
Priority 2 - Grade A Rural	11:15	10:47	11:09	11:54	11:14	11:14	11:15
Priority 3 - Grade B	32:01	29:28	31:48	39:19	31:59	28:02	34:41
Priority 4 - Grade C	N/A	N/A	N/A	N/A	N/A	N/A	N/A

<b>Priority 1 - Grade A Urban Response Times</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Incidents where response time exceeded 15 mins	994	781	848	1069	1001	1066	1504
Incidents where response time exceeded 30 mins	92	64	92	123	81	80	146
Incidents where response time exceeded 60 mins	8	6	11	17	11	10	22

## **SUFFOLK DATA**

<b>Total Number of 999 Incidents</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Priority 1 – Grade A	1700	4727	6344	7846	9296
Priority 2 – Grade A	2314	5823	7501	6861	6172
Priority 3 - Grade B	7434	21854	18103	21146	24197
Priority 4 - Grade C	1489	4240	3602	4820	4855

### **Table 1.1 CAVEAT**

Grade B – Anomalies have been identified where a number of Grade B incidents have been left open for a period of 24 hours and over. This may be an administrative error, resulting in the average response time showing higher.

<b>Average Response Time by Grading</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Priority 1 – Grade A	9.3	6.7	7.8	8.4	8
Priority 2 – Grade A	11.5	10.4	10.9	12.1	12.3
Priority 3 - Grade B	39.7	46.2	43.7	76.5	125.2
Priority 4 - Grade C	N/A	N/A	N/A	N/A	N/A

### **Table 1.2 CAVEAT**

Grade B – The below table displays the average response time for Grade B incidents with the anomalies removed. Incidents have been removed where the response time is above 1,440 minutes (24hrs).

<b>Average Response Time by Grading</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Priority 1 – Grade A	9.3	6.7	7.8	8.4	8
Priority 2 – Grade A	11.5	10.4	10.9	12.1	12.3

Priority 3- Grade B	33.3	35.5	35.1	48.9	65.4
Priority 4 - Grade C	N/A	N/A	N/A	N/A	N/A

<b>Priority 1- Grade A Response Times</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Incidents where response time exceeded 15 mins	134	192	404	619	674
Incidents where response time exceeded 30 mins	23	37	71	123	129
Incidents where response time exceeded 60 mins	5	4	22	29	23

Note: "Response Time" is measured from when a 999 call is received in the Contact and Control Room to the arrival of an officer at the scene.

This response will be published on the Constabularies web-site under the Freedom of Information pages:-

<https://www.norfolk.police.uk/about-us/our-data/disclosure-log>  
<https://www.suffolk.police.uk/services/freedom-information/disclosure-logs>

Should you have any further queries concerning this request, please contact Amanda Gibson, 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 40 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  
Norfolk Constabulary  
Operations and Communications Centre  
Jubilee House  
Falconers Chase  
Wymondham  
Norfolk NR18 0WW  
OR  
Email: [freedomofinformation@norfolk.pnn.police.uk](mailto:freedomofinformation@norfolk.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](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