



## Freedom of Information Request Reference N<sup>o</sup>: FOI 001338-19

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 3 April 2019 which you sought access to the following information:

1. *"Please state the number of 999 calls received by your force's control room. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).*
2. *Please state the number of 101 calls received by your force's control room. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).*
3. *Please state the waiting time targets for your force for*
  - a) 999 calls
  - b) and
  - c) 101 calls
4. *Please state the number of 999 calls that breached your force's waiting time targets. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).*
5. *Please state the number of 101 calls that breached your force's waiting time targets. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).*
6. *Please state the number of 999 calls that were dropped or abandoned by your force's control room before they could be answered. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).*
7. *Please state the number of 101 calls that were dropped or abandoned by your force's control room before they could be answered. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).*
8. *Please state the number of 999 calls to your force's control room that were first graded as emergency incidents i.e. Grade 1/I. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).*

9. Please state the number of 101 calls to your force's control room that were first graded as emergency incidents i.e. Grade 1/I Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).
10. a) Please state how many vehicle-related incident automated eCall alerts were received by your force. Please breakdown the number of calls by calendar month and provide data from the last 12 months (1st April 2018 to 31st March 2019).
- b) How many of the eCalls turned out to be false alarms? Please breakdown the number of calls by calendar month and provide data from the last 12 months (1st April 2018 to 31st March 2019)."

### Response to your Request

The response provided below is correct as of 30 April 2019

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

The information provided below has been source from the Constabularies call system. Please note that the Constabularies do not hold all 101 / public call data in the manner requested. This is as a result of the implementation of a new telephony system during 2018 resulting in the reliability of some of the information not yet confirmed and consequently accurate information is not at this time, held. The Constabulary is working towards securing the most accurate data, however at this time we cannot confidently comment on performance data. We have provided information for all 999 calls and 101 figures that have derived from the previous telephony system.

1. The total number of 999 calls received is as follows:

<b>Norfolk Constabulary</b>			
<b>999</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>
Apr	6731	7602	8324
May	7470	8480	8701
Jun	7891	9133	9518
Jul	9174	9337	11082
Aug	8478	9088	10385
Sep	7914	8181	9324
Oct	7761	8531	9074
Nov	6438	7700	8610
Dec	7634	8244	9091
Jan	6653	7642	8247
Feb	6766	6668	8301

Mar	7205	8017	9042
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<b>Suffolk Constabulary</b>			
<b>999</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>
Apr	6582	7650	7742
May	7917	8605	9065
Jun	7858	9213	9247
Jul	9217	9654	10623
Aug	8541	9260	10259
Sep	8570	8664	8797
Oct	8020	8434	9481
Nov	7285	7568	8264
Dec	7975	7620	9359
Jan	6747	7447	7955
Feb	7510	6667	7549
Mar	7801	7422	8371

2. The total number of 101 calls received is as follows:

<b>Norfolk Constabulary</b>			
<b>Public</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>
Apr	20800	21430	20711
May	22813	24410	22734
Jun	23701	24775	Not recorded
Jul	25961	24322	
Aug	24819	25337	
Sep	23330	23151	
Oct	22039	22543	
Nov	19784	21067	
Dec	19835	20295	
Jan	20449	20658	
Feb	19597	18043	
Mar	21786	21179	

<b>Suffolk Constabulary</b>			
<b>101</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>
Apr	14953	14086	13130
May	16952	15857	Not

Jun	17576	16645	recorded
Jul	19047	17269	
Aug	16450	15744	
Sep	16112	14979	
Oct	14330	14951	
Nov	13368	14276	
Dec	13436	13153	
Jan	13060	13429	
Feb	12999	12178	
Mar	14593	13564	

3. The target waiting time for 999 calls is 10 seconds  
The target waiting time for 101 calls was 30 seconds in Norfolk Constabulary; however this has been removed as of 2019/20. Suffolk Constabulary does not have a target waiting time for 101 calls.
4. Norfolk Constabulary does not hold the number of calls that breached the target time, however we have provided the number of 999 calls answered within the 10 seconds target time, as follows:.

<b>Norfolk Constabulary</b>			
<b>999</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>
Apr	5964	6773	7350
May	6760	7301	7927
Jun	7047	7818	8576
Jul	8018	8310	10007
Aug	7562	8152	9565
Sep	7067	7355	8448
Oct	7125	7507	8357
Nov	6071	6999	7749
Dec	7031	7461	8409
Jan	6068	6885	7793
Feb	6008	6061	7479
Mar	6384	7239	8301

The table below confirms the number of 999 calls that breached the 10 seconds answer target:

<b>Suffolk Constabulary</b>			
<b>999</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>
Apr	424	505	650

May	873	764	1774
Jun	776	648	1395
Jul	1032	912	1279
Aug	882	714	958
Sep	1092	700	975
Oct	796	923	928
Nov	493	911	520
Dec	811	830	492
Jan	456	959	257
Feb	984	621	381
Mar	571	767	305

5. The number of 101 calls answered within the 30 second target time for Norfolk Constabulary, is as follows:

<b>Norfolk Constabulary</b>			
<b>Public</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>
Apr	13832	12729	6897
May	14486	12596	8230
Jun	13296	9365	Not Recorded
Jul	12020	9194	
Aug	13303	10566	
Sep	11828	10233	
Oct	12783	8657	
Nov	13849	8111	
Dec	13627	9092	
Jan	13067	10536	
Feb	10837	8372	
Mar	12178	8260	

Suffolk Constabulary does not hold this data

6. The total number of abandoned 999 calls is as follows:

The Police will receive all 999 calls where there is no clear request for an alternate agency, such as Fire, Ambulance or Coastguard. Therefore all silent 999 calls, or where a member of the public has misdialled, where there is no speech, will be directed to the Constabulary's Contact and Control Room.

Where a 999 call is abandoned, the BT operator will stay on the line and provide the police with details they have around the call. The Contact and Control Room will then review the call,

with the aim being to mitigate the risk presented. This can sometimes be achieved simply by calling the person back but could include implementing a number of system checks and resourcing an emergency attendance by a police officer.

There has been a significant rise in the number of 999 calls and as these calls are likely to carry the most risk to the public, the operating model within the Control Room has been adapted to prioritise these.

The Police Service receives any 999 call where there is no clear request for another single service, e.g. Ambulance or Fire. This means that we also receive all silent 999 calls made in error. People will choose to abandon a 999 call for a variety of reasons, these could include when the caller realised that they have called 999 in error, when they are advised by another person at the scene of an incident that an emergency call has been made or perhaps a vulnerable person is forced to end the call by another to end the call. Even if the call is abandoned the emergency service operator (BT) will stay on the line to police to provide details. The Constabulary will always take steps to satisfy ourselves that the caller for any incomplete emergency call is safe. This often means visiting the caller and we work very closely with telephone service providers to share data so caller details can be quickly established.

<b>Norfolk Constabulary</b>			
<b>999</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>
Apr	39	30	38
May	24	45	29
Jun	32	84	13
Jul	55	60	7
Aug	21	40	4
Sep	35	35	8
Oct	27	60	8
Nov	17	38	13
Dec	16	40	2
Jan	25	78	4
Feb	11	25	6
Mar	22	31	7

Figures of abandonment for Suffolk are reflective of a system where if the 999 call is not answered within a few seconds it is then moved into a secondary phone line giving the impression of abandonment on the primary line when in fact the call is actually answered. This differs from the Norfolk operating model.

More recently an increase in staff, as a result of increased demand, has reduced the need for calls to automatically change to the secondary line and in turn has reduced the apparent abandonment rate on the primary line.

<b>Suffolk Constabulary</b>			
<b>999</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>
Apr	59	70	125
May	206	116	421
Jun	158	94	222
Jul	185	169	217
Aug	211	93	111
Sep	247	130	149
Oct	186	176	144
Nov	80	229	41
Dec	204	197	44
Jan	83	265	28
Feb	216	109	36
Mar	78	158	Not held

7. The total number of abandoned 101 calls is as follows:

The figures provided for Norfolk Constabulary include ALL public calls to the Constabulary and not specifically those via the 101 line. The figures for public calls will include officers/staff dialling the switchboard for an extension number or members of the public seeking to be transferred to an extension number.

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. The Constabularies encourage 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.

<b>Norfolk Constabulary</b>			
<b>Public</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>
Apr	1618	1734	4501
May	1713	2891	4734

Jun	2345	4778	Not Recorded
Jul	3524	4604	
Aug	2625	4543	
Sep	2462	3869	
Oct	1839	4357	
Nov	1091	3852	
Dec	1104	3192	
Jan	1400	2512	
Feb	1834	2239	
Mar	1901	3548	

Suffolk Constabulary			
101	16/17	17/18	18/19
Apr	2234	2458	2410
May	3620	3572	Not recorded
Jun	3745	3308	
Jul	5345	4277	
Aug	3659	3281	
Sep	4494	3788	
Oct	3395	4709	
Nov	2445	4642	
Dec	2725	3371	
Jan	2215	3790	
Feb	3315	2626	
Mar	3725	3346	

8. The number of 999 calls graded as an emergency incident is as follows:

Norfolk Constabulary			
999	16/17	17/18	18/19
Apr	1805	2236	2330
May	2054	2366	2533
Jun	2109	2576	2839
Jul	2435	2617	3229
Aug	2332	2607	3184
Sep	2126	2309	2605
Oct	2137	2410	2637
Nov	1800	2116	2611
Dec	2222	2415	2764



Jan	2033	2242	2341
Feb	2094	2041	2279
Mar	2192	2325	2701

<b>Suffolk Constabulary</b>			
<b>999</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>
Apr	1033	1260	1304
May	1365	1363	1335
Jun	1271	1430	1412
Jul	1460	1383	1565
Aug	1423	1393	1554
Sep	1242	1304	1251
Oct	1182	1360	1365
Nov	1070	1288	1275
Dec	1229	1291	1321
Jan	1079	1183	1170
Feb	1155	1090	990
Mar	1198	1168	978

9. The number of 101 calls graded as an emergency incident is as follows:

<b>Norfolk Constabulary</b>			
<b>Public</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>
Apr	650	743	555
May	639	690	665
Jun	726	689	446
Jul	638	609	470
Aug	706	687	499
Sep	592	712	333
Oct	726	649	417
Nov	670	585	346
Dec	684	622	406
Jan	559	637	406
Feb	574	585	332
Mar	649	624	460

<b>Suffolk Constabulary</b>			
<b>101</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>
Apr	183	204	120

May	151	232	173
Jun	207	197	165
Jul	177	208	183
Aug	170	173	165
Sep	140	157	171
Oct	151	179	166
Nov	143	143	149
Dec	139	158	199
Jan	187	159	145
Feb	187	158	119
Mar	192	147	159

10. The Constabulary does not hold information concerning vehicle-related incident automated eCall alerts.

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/>

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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](mailto: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](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