



Freedom of Information Request Reference N°: FOI 001985-19

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 29 May 2019 which you sought access to the following information:

1. *"Please provide me with the number of 999 calls and 101 calls made to you in each of the past three complete calendar years.*
2. *For each year please provide me with the average (mean) waiting time before each type of call was answered.*
3. *Please also provide me with the longest waiting time before each type of call was answered, and the number of calls that exceeded one minute waiting time on hold."*

Response to your Request

The response provided below is correct as of 29 May 2019

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

The information provided below has been extracted from the Constabularies call system. Please note that the Constabularies do not hold all 101 / public call data in the manner requested for the full time frame required. 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.

101 data has not be provided from the following dates:

Suffolk: May 2018 onwards inclusive

Norfolk: June 2018 onwards inclusive

1. The total number of 999 and 101 calls received by the Constabularies is provided in the table below:

Norfolk	2016	2017	2018
999	89,215	96,920	106,436
101	265,462	269,162	103,325*

* January – April

Suffolk	2016	2017	2018
999	91,591	101,256	107,284
101	188,238	178,310	67,714*

* January – May

2. The average waiting time for 999 and 101 calls, is as follows, noting the 2018 data does not relate to a full year as per above.

Norfolk	2016	2017	2018
999	00:00:07	00:00:07	00:00:05
101	00:01:39	00:02:46	00:03:41

Suffolk	2016	2017	2018
999	00:00:04	00:00:05	00:00:05
101	00:03:09	00:04:10	00:04:28

3. The Constabularies do not record information concerning the waiting time prior to a call being answered.

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/>

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 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*

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 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