



**SUFFOLK
CONSTABULARY**
Taking pride in keeping Suffolk safe

Freedom of Information Request Reference N°: FOI 002105-18

I write in connection with your request for information received by Suffolk Constabulary on the 18 June 2018 in which you sought access to the following information:

1. *“How many 999 calls have been abandoned in the past five years?”*

For clarity, I am looking for figures for each of the following:

To date in 2018

2017

2016

2015

2014

If your data is compiled in a different format, for example, financial year 2016/17, please provide it as you have it recorded and state which months the data set for each year starts and ends.

2. *How many 101 calls have been abandoned in the past five years?*

For clarity, I am looking for figures for each of the following:

To date in 2018

2017

2016

2015

2014”

Response to your Request

The response provided below is correct as of 28 June 2018

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

999 calls

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.

101 calls

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 total numbers of abandoned calls are as follows, by financial year. 2018/19 data includes April and May figures only.

Year	Abandoned Calls	
	101	999
2014/15	15,753	2,028
2015/16	27,801	1,606
2016/17	40,921	1,914
2017/18	43,167	1,805
2018/19	3,244	248

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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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 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 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