



Freedom of Information Request Reference N°: FOI 002281-19

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 19 June which you sought access to the following information:

*“For each of the Financial Years 2009/2010 until 2018/2019 could you please tell me the **TOTAL** number of 999 and 101 calls received by your Force.”*

Response to your Request

The response provided below is correct as of 9 July 2019

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

The total number of 999 and 101 calls received by Norfolk and Suffolk Constabularies is provided in the table below, by financial year.

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 101 figures that have derived from the previous telephony system.

*Information for the 2018/19 financial year has not been included as Norfolk information is only held up to and including, May 2018 and Suffolk data is only held up to and including, April 2018.

Norfolk Constabulary		
Financial Year	999	101*
2009/10	97,547	255,927
2010/11	91,478	259,776
2011/12	90,468	258,686
2012/13	86,413	256,802
2013/14	83,637	273,780
2014/15	80,660	272,464

2015/16	88,820	266,878
2016/17	90,115	264,914
2017/18	98,623	267,210
2018/19	100,657	Not Held

Suffolk Constabulary		
Financial Year	999	101*
2009/10	99,987	173,174
2010/11	91,557	186,629
2011/12	98,108	164,715
2012/13	84,134	167,537
2013/14	85,035	186,313
2014/15	80,244	181,119
2015/16	80,631	190,884
2016/17	94,023	182,876
2017/18	98,204	176,131
2018/19	106,712	Not Held

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