



**Freedom of Information Request Reference N°: FOI 002551-18**

I write in connection with your request for information received by Suffolk Constabulary on the 19 July 2018 in which you sought access to the following information:

1. *“The total number of 999 calls received by your police force in each individual sequential year 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017 and 2018.*
2. *For those 999 calls where a police officer(s) were deployed from your force, what was the average time from the call being received in your control room, to the officer(s) reaching their deployment destination, in the years 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017 and 2018.*
3. *For those 999 calls which your force gave a high priority classification to, and where a police officer(s) were deployed, what was the average time from the call being received in your control room, to the officer(s) reaching their deployment destination, in the years 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017 and 2018.”*

**Response to your Request**

The response provided below is correct as of 31 July 2018

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

1. The total number of 999 calls received by Suffolk Constabulary is provided in the table below:

<b>Year</b>	<b>Total 999 Calls</b>
2010	91502
2011	97341
2012	87087
2013	84378
2014	81718
2015	78679
2016	91591
2017	98726
2018	47590



2. The average time to attend (ATTA) (in minutes) for all 999 calls are provided in the table below. Please note that this figure is an average of all 999 calls across all priority calls.

The information provided in the table is an average of all 999 calls, which will include both immediate and non-immediate calls. The 999/101 system is used to help the Constabulary prioritise incoming calls. They are answered by the same staff, in the same location. Once the call is received, regardless of the fact that it was a 999 or 101 call it will be prioritised using several criteria, including the threat, ongoing risk and loss of evidence. There is a common misconception that police response depends on the number called and this is not the case. Calling 999 is self-selecting and the incident may not require an immediate response, conversely a 101 call may trigger a “blue light” response. There are many circumstances where a 999 call may be appropriately resolved with advice, or perhaps mutually agreed appointment days later.

For example:

A person may call us on 999 to say that an incident has just occurred, however the offender has left. We will ask questions to establish if the caller is at any risk and give advice about preventing the loss of evidence. After the ongoing risk to the caller is assessed, it may well be the case that it is suitable for a visit from an officer at a mutually agreeable time the following day. This decision is kept under review, should any of circumstances change.

Data is not available prior to 2013.

<b>Year</b>	<b>ATTA – All 999 calls</b>
2013	52
2014	62
2015	78
2016	104
2017	124
2018	157

3. The ATTA (in minutes) for priority ‘Immediate’ graded calls, is provided in the table below. Data is not available prior to 2013.

The target time for immediate response is as follows:

Urban – 15 minutes  
Rural – 20 minutes



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<b>Year</b>	<b>ATTA – Priority 'Immediate' 999 calls</b>
2013	11
2014	9
2015	9
2016	10
2017	10
2018	10

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](mailto: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](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