



6th October 2020

Freedom of Information Request Reference N^o: FOI 003065/20

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 9th September 2020 in which you sought access to the following information:

I am needing a freedom of information request of your Police 999 and 101 services.

- Average waiting time.
- Abandoned call rate.
- Number of average calls per day.

This needs to be the latest records.

Response to your Request

The response provided below is correct as of 29th September 2020.

Norfolk and Suffolk Constabularies have considered your request and our response is below.

Research has been undertaken for the period 1st January to 31st August 2020.

Please note, the 101 data is a post-switchboard statistic and refers to the number of calls reaching the Mitel queues in the Contact and Control Rooms (CCR). This is therefore the number of 101 calls which were answered by a Call Handler within CCR. We have provided these figures so that the average waiting time, and abandoned rate, can be calculated from the same data as the average number of calls per day.

NORFOLK	999	101 (Post-Switchboard)
Avg. Number of calls per day	303	454
Avg. Waiting Time	00:00:05	00:03:05
Abandoned Call Rate	0.07%	24.30%

SUFFOLK	999	101 (Post-Switchboard)
Avg. Number of calls per day	264	388
Avg. Waiting Time	00:00:06	00:05:23
Abandoned Call Rate	1.3%	30.3%

This response will be published on the Constabularies web-site under the Freedom of Information pages:-

<https://www.norfolk.police.uk/about-us/our-data/disclosure-log>

<https://www.suffolk.police.uk/services/freedom-information/disclosure-logs>

Should you have any further queries concerning this request, please contact Amanda Gibson, 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 40 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
Norfolk Constabulary
Operations and Communications Centre
Jubilee House
Falconers Chase
Wymondham
Norfolk NR18 0WW
OR
Email: freedomofinformation@norfolk.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 20 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