



Freedom of Information Request Reference N^o: FOI 003295-18

I write in connection with your request for information received by Suffolk Constabulary and Norfolk Constabularies on 11 September 2018 which you sought access to the following information:

1. *“What is the average call time to be answered for 101 calls in Suffolk Police force, during 2017/18, or the latest full year figures available?”*
2. *If possible, please provide the previous year available too.*
3. *What was the longest call wait time before it was answered for both years?*
4. *How many calls hang up before they are answered? (again for both years if possible).”*

Response to your Request

The response provided below is correct as of 20 September 2018

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

Norfolk Constabulary

Please note – with regard to 101 calls, the figures include ALL public calls to the Constabulary and not specifically those via the 101 line. The figures for public calls will include officers/staff dialling the switchboard for an extension number or members of the public seeking to be transferred to an extension number.

1. The average time for a call to be answered for 101 calls in Norfolk Police force, during 2017/18, was 3 minutes 6 seconds.
2. The average time for a call to be answered for 101 calls in Norfolk Police force, during 2016/17, was 1 minute 34 seconds.
3. The Constabulary does not hold information for individual calls and therefore is unable to provide the longest time a caller was waiting prior to it being answered.
4. The total number of 101 calls that resulted in a caller ending the call prior to the call being answered, was as follows:

17/18 – 57,906
16/17 – 32,859

Suffolk Constabulary

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.

1. The average time for a call to be answered for 101 calls in Suffolk Police force, during 2017/18, was 259 seconds.

Please note that the Constabulary only holds daily average figures, therefore the figure provided for questions 1 and 2 is an average of the daily average.

2. The average time for a call to be answered for 101 calls in Suffolk Police force, during 2016/17, was 205 seconds.
3. The Constabulary does not hold information for individual calls, rather daily averages, and therefore is unable to provide the longest time a caller was waiting prior to it being answered.
4. The total number of 101 calls that resulted in a caller ending the call prior to the call being answered, was as follows:

17/18 – 40,921
16/17 – 43,167

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