

**Freedom of Information Request Reference N°: FOI 003411-18**

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

1. *“How many 999 calls did your force receive in a) 2009-10 and b) 2017-18?”*
2. *What proportion of 999 calls were answered within 10 seconds in a) 2009-10 and b) 2017-18?*
3. *What was the average 999 answer time in a) 2009-10 and b) 2017-18?*
4. *How many 101 calls did your force receive in a) 2009-10 and b) 2017-18?*
5. *What proportion of 101 calls were answered within 30 seconds in a) 2009-10 and b) 2017-18?*
6. *What was the average 101 answer time in a) 2009-10 and b) 2017-18?”*

**Response to your Request**

The response provided below is correct as of 24 September 2018

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

1. The total number of 999 calls received in 2009-10 2017-18, was as follows:

Year	Total 999 calls
2009/10	99,987
2017/18	98,204

2. The proportion of 999 calls answered within 10 seconds, is as follows:

Year	% 999 answered in 10s
2009/10	95.9%
2017/18	90.8%

3. The average 999 answer time (ATTA), is provided in the table below. Please note that the Constabulary holds daily averages, therefore the figures have been calculated from an average of the daily average.

Year	ATTA 999
2009/10	2 seconds
2017/18	4 seconds

4. The total number of 101 calls received in 2009-10 and 2017-18, was as follows:

Year	Total 101 calls
2009/10	173,174
2017/18	176,131

5. The proportion of 101 calls answered within 30 seconds is provided in the table below.

Year	% 101 answered in 30s
2009/10	85.1%
2017/18	37.1%

6. The average 101 answer time (ATTA), is provided in the table below. Please note that the Constabulary holds daily averages, therefore the figures have been calculated from an average of the daily average.

Year	ATTA 101
2009/10	12 seconds
2017/18	259 seconds

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.



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