

Freedom of Information Request Reference N°: FOI 003413-18

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:

“Under the Freedom of Information Act 2000 I seek the following information in relation to the number of calls received and missed in the last five years (between January 2013 and now). I would be grateful if you could provide the answers to the following questions in a machine-readable format:

- 1. Please state the total number of incident reports received each calendar year (monthly if available) on 999, 101 and online (separately).*
- 2. Please state the total number of calls that have been missed (e.g. if a caller dropped the phone before connecting to an operator) each year (monthly), separately for 999 and 101.*
- 3. Please state the median time (minutes) that callers had to wait on the line before connecting to an operator each year (monthly), separately for 999 and 101. If it is more convenient to provide total waiting times instead, please do so.*
- 4. Please provide the target times to pick up 999 and 101 calls if they exist.*
- 5. Please state the longest waiting time to speak to an operator for 999 and 101 each year (monthly).”*

Response to your Request

The response provided below is correct as of 25 September 2018

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

1. The total number of incident reports received by the Constabulary, is provided in the table below.

Please note that this information is only available from 29 November 2015 onwards, as a result in a change in call systems.

Source	2013 (01.11 – 31.12)	2014	2015	2016	2017	2018
999	5830	47161	48744	57142	63786	49207
Email	357	3919	4281	4395	7246	4055
Online					1560	3719
Public calls	10313	101558	88906	79330	80405	55430

Grand Total	16500	152,638	141,931	140,867	152,997	112,411
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2. The total number of abandoned calls for 999 and 101 calls is provided in the table below. Please note that this is only available from March 2014 onwards.

999 calls

The Police Service receives any 999 call where there is no clear request for another single service, e.g. Ambulance or Fire. This means that we also receive all silent 999 calls made in error. People will choose to abandon a 999 call for a variety of reasons, these could include when the caller realised that they have called 999 in error, when they are advised by another person at the scene of an incident that an emergency call has been made or perhaps a vulnerable person is forced to end the call by another to end the call. Even if the call is abandoned the emergency service operator (BT) will stay on the line to police to provide details. The Constabulary will always take steps to satisfy ourselves that the caller for any incomplete emergency call is safe. This often means visiting the caller and we work very closely with telephone service providers to share data so caller details can be quickly established.

101 calls

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.

Please note the Constabulary changed call handling system during May 2018.



SUFFOLK CONSTABULARY

Taking pride in keeping Suffolk safe

Month / Year	999		101	
	Abandoned	Total Calls	Abandoned	Total Calls
Mar 14	N/A	N/A	1,005	15,268
Apr 14	128	6,407	1,311	15,493
May 14	145	6,914	1,084	15,986
Jun 14	194	7,201	1,384	16,155
Jul 14	244	8,701	1,467	17,592
Aug 14	132	7,758	995	15,875
Sep 14	281	7,391	1,468	16,121
Oct 14	150	7,126	1,494	15,901
Nov 14	177	6,557	1,642	15,332
Dec 14	140	6,373	1,108	13,807
Jan 15	164	6,059	1,214	13,489
Feb 15	92	5,439	1,053	12,726
Mar 15	181	6,228	1,533	16,043
Apr 15	147	6,123	1,695	14,831
May 15	92	6,604	1,522	16,240
Jun 15	60	6,618	1,393	16,599
Jul 15	182	7,591	2,288	18,593
Aug 15	143	7,173	1,604	16,374
Sep 15	198	6,834	2,759	16,291
Oct 15	124	7,002	2,029	15,725
Nov 15	130	6,818	2,769	16,100
Dec 15	184	7,061	2,454	14,963
Jan 16	139	6,641	2,885	15,427
Feb 16	118	6,198	2,928	14,353
Mar 16	89	6,850	3,475	16,315
Apr 16	59	6,600	2,234	14,996
May 16	206	7,933	3,620	16,994
Jun 16	158	7,885	3,745	17,178
Jul 16	185	9,251	5,345	19,091
Aug 16	211	8,587	3,659	16,495
Sep 16	247	8,601	4,494	16,164
Oct 16	186	7,983	3,395	14,325



Nov 16	80	7,299	2,445	13,404
Dec 16	204	7,986	2,725	13,484
Jan 17	83	6,767	2,215	13,104
Feb 17	216	7,677	3,315	13,167
Mar 17	78	7,810	3,729	14,625
Apr 17	70	7,681	2,458	14,126
May 17	116	8,646	3,572	15,911
Jun 17	94	9,251	3,308	16,707
Jul 17	169	9,681	4,277	17,321
Aug 17	93	9,290	3,281	15,787
Sep 17	130	8,692	3,788	15,020
Oct 17	176	8,866	4,709	15,003
Nov 17	229	8,492	4,642	14,335
Dec 17	197	8,403	3,371	13,204
Jan 18	265	8,313	3790	13,986
Feb 18	109	7,305	2626	12,214
Mar 18	158	8,133	3346	13,601
Apr 18	125	8,263	2410	13,170
May 18	421	9,331	3168	14,743
Jun 18	222	9,216	3772	14,742
Jul 18	217	10,576	4909	15,317
Aug 18	111	10,237	3980	12,986

3. Suffolk Constabulary does not hold the median time that callers had to wait before being connected to an operator.
4. The target time to answer a 999 and 101 calls are as follows:

999 – 10 seconds
101 – No target
5. The Constabulary does not hold call waiting times; rather we only hold average daily figures.

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/>

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 40 working 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 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 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