



## **Freedom of Information Request Reference N°: FOI 003545-18**

I write in connection with your request for information received by Suffolk Constabulary on the 28 September 2018 in which you sought access to the following information:

*“Can you please advise which service a 999 caller should ask for if they require multiple services (not including the Coastguard) and the Police are one of them? For example a derailed train or a road traffic collision involving injury and/or trapped persons.”*

### **Response to your Request**

The response provided below is correct as of 28 September 2018

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

The Public Emergency Call Service (PECS) Code of Practice 2017 for communications providers and call handling agencies (CHA), confirms the process for a multi-agency response.

Section 3 of the PECs is transposed below for your reference:

#### ***Multi-Agency Calls***

*If a customer makes a request for more than one EA the CHA operator will connect the customer to the first EA requested and provide a verbal handover stating that the customer has requested more than one service (and advise which one).*

*The EA controller will confirm to the CHA operator during call handling that they will pass details to the other EA(s) and do so using existing processes. If the EA controller is unable to do this on occasions they will request the CHA operator to remain on the call and onward connect to the other requested EA(s). They may ask the caller to stay on line at the end of the call so that, when the EA clears, the call will be represented to the CHA 999 operator for further connection to the other service(s). When the first EA ends their call, and the caller stays on line, the call will be represented back to the CHA, who will then ask which service is needed and connect to the next EA required. However, this service will only work if the call was connected to the EA over a non-analogue connection.*

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