



15th November 2018

Freedom of Information Request Reference N^o: FOI 003822/18

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 18th October 2018 in which you sought access to the following information:

- 1 The total number of 999 calls received by your police force in each individual year: 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017 and 2018.
- 2 The total number of 999 calls where police officers were deployed from your force in each individual year: 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017 and 2018.
- 3 For those 999 calls where police officers were deployed from your force, what was the average time from the call being received in your control room, to the officers reaching their deployment destination? This should be broken down for the years 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017 and 2018. This average time should relate to all calls where a deployment was subsequently made by your force.
- 4 If you grade 999 calls by priority, could you provide a breakdown for the average response times based on your categories of prioritisation. This could be, for example, the average response time for:
 - Top category calls (immediate response needed)
 - Secondary category calls (priority)
 - Other, lesser, priority calls which still needed a responseAs in question 3, this average response time data should be provided for where police officers were deployed, and mark the time from the call being received in your control room, to the officers reaching their deployment destination. This should be broken down for the years 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017 and 2018.
- 5 What was the operational target time for officers to reach their deployment destination, from the point at which the call was received in your control room? This should be as of December 31st in 2010, 2011, 2012, 2013, 2014, 2015, 2016 and 2017.

Response to your Request

The response provided below is correct as of 8th November 2018.

Norfolk and Suffolk Constabularies have located the following information as relevant to your request.

The figures for question 1 refer to the number of calls received via 999. Questions 2 onwards have been taken from the number of CAD incident reports generated as a result of a 999 call.

The following figures have been taken from incident reports which have been graded either A, B or C, and where the call has originated from the 999 line. The figures have are based on the time the call was received and the time an officer has arrived. This has required an amount of calculation.

Not all 999 calls result in an immediate response. The call taker will assess the caller's information and then assign a relevant incident grading. It is the grading that decides the target time for attendance. The police call taker will usually give the caller a guide to the speed of the police response. Grade A incidents have the shortest target time from the call being received to the arrival of the unit at the incident, 15 minutes for urban and 20 minutes for rural. Grade B incidents are those which require a priority response. Grade C or routine incidents do not have a target time but will remain under periodic review.

Q1

Year	NORFOLK 999 Calls	SUFFOLK 999 Calls
2010	91,169	91,502
2011	91,118	97,341
2012	86,494	87,087
2013	84,326	84,378
2014	81,782	81,718
2015	86,590	78,679
2016	89,215	91,591
2017	96,920	98,726
2018	59,952	84,612

Q2 Norfolk and Suffolk Constabularies have different processes for recording crime. In Suffolk calls reporting crimes, which do not require immediate attendance are graded "D" (non-attendance). Those CADs are subsequently converted into a crime report by the Incident and Case Management Hub. Any follow up enquiries, which can include attendance, are then managed on the crime recording system, not on the CAD recording system.

Year	NORFOLK 999 Calls resulting in Officers being deployed	SUFFOLK 999 Calls resulting in Officers being deployed
2010	36,097	Not held
2011	37,570	Not held
2012	34,918	Not held
2013	33,637	Not held
2014	33,601	32,021
2015	35,759	33,086
2016	37,077	36,282
2017	41,110	38,152
2018	36,050	32,285

Q3 This is an average of all CAD grades/priority types requiring officer attendance.

Year	NORFOLK – Average Response Time (hr:min:sec)	SUFFOLK – Average Response Time (minutes)
2010	00:46:21	Not held
2011	00:39:50	Not held

2012	01:04:53	Not held
2013	01:02:45	Not held
2014	01:02:49	62
2015	00:56:01	78
2016	01:02:34	104
2017	01:27:57	124
2018	01:24:54	166

Q4

Year	NORFOLK – Average Response Time (hr:min:sec)
Grade A Urban	
2010	00:08:45
2011	00:08:40
2012	00:08:02
2013	00:08:12
2014	00:08:43
2015	00:08:46
2016	00:08:27
2017	00:08:58
2018	00:09:37
Grade A Rural	
2010	00:12:27
2011	00:11:57
2012	00:12:00
2013	00:11:54
2014	00:12:31
2015	00:12:03
2016	00:12:02
2017	00:13:08
2018	00:13:38
Grade B	
2010	00:32:36
2011	00:32:00
2012	00:31:00
2013	00:33:27
2014	00:47:06
2015	00:34:33
2016	00:30:26
2017	00:37:42
2018	01:40:15

Grade C	
2010	08:33:07
2011	06:58:01
2012	10:26:20
2013	11:10:46
2014	11:40:37
2015	11:51:12
2016	15:35:12
2017	23:50:18
2018	25:56:37

Year	SUFFOLK – Average Response Time (minutes)
Grade A - Immediate	
2010	Not held
2011	Not held
2012	Not held
2013	Not held
2014	9
2015	9
2016	10
2017	10
2018	10
Grade B - Priority	
2010	Not held
2011	Not held
2012	Not held
2013	Not held
2014	44
2015	46
2016	68
2017	117
2018	179
Grade C - Scheduled	
2010	Not held
2011	Not held
2012	Not held
2013	Not held
2014	506
2015	388
2016	737

2017	998
2018	1368

Q5 Details regarding the grading of incidents and attendance times are published on the Constabularies websites and can be accessed via the links provided below:-

<https://www.norfolk.police.uk/about-us/our-organisation/our-departments/contact-and-control-room-ccr>
<https://www.suffolk.police.uk/contact-us/police-response-policy>

Under Section 21(1) of the Freedom of Information Act (2000), public authorities are not required to provide information that is reasonably accessible to the public by other means; in this case via the Constabularies websites, therefore in accordance with Section 17 of the Freedom of Information Act (2000), this serves as a Refusal Notice for this part of your request.

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