



Freedom of Information Request Reference N°: FOI 003845-18

I write in connection with your request for information received by Suffolk Constabulary on the 19 October 2018 in which you sought access to the following information:

I would like to know the answer to the following, on a monthly basis, for each of the last 12 months:

- 1. How many 101 calls you received.*
- 2. How long it took to answer a 101 call. (If you have an average duration, that would be fine. Otherwise if you could give me the quickest response and the longest)*
- 3. How many 101 calls were missed/not answered.*
- 4. How many website submissions you received.*
- 5. How many website submissions you responded to.*
- 6. How long it took to respond to a website submission. (If you have an average duration that would be fine. Otherwise if you could give me the quickest response and the longest)"*

Response to your Request

The response provided below is correct as of 25 October 2018

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

The Constabulary receives various contact forms on our website where the submissions are sent to different teams across the organisation via email. The total number of website submissions received, was 17,191.

The website team does not keep track on responses sent as a result of these submissions and is for individual departments to respond in accordance with their own internal policies or legislative requirement, including the relevant time frame as necessary.

We would need to review each individuals submissions to establish when and if it was answered.

Considering there are over 17,000 submissions, it would take well in excess of 18 hours to extract this information.

In relation to your request for information and in accordance with Section 17 of the Freedom of Information Act 2000 (FOIA), this response serves as a formal notification of refusal for your



request. Suffolk Constabulary does not hold, for the purposes of FOIA, the information you require in a retrievable format.

It is estimated that to attempt to retrieve all of the information you require would take a considerable amount of retrieval time, which would exceed 18 hours. This would exceed the appropriate limit for dealing with Freedom of Information requests, in terms of costs and therefore Section 12(1) of the Freedom of Information Act 2000 applies.

Section 12(1) of the Freedom of Information Act 2000 states that a Public Authority is not obliged to: *"...comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit."* The Freedom of Information (Appropriate Limit and Fees) Regulations, defines the 'appropriate limit' for the Suffolk Constabulary as £450 and specifies that this sum equates to 18 hours work at a standard rate of £25 per hour.

In accordance with Section 17(5) of the Freedom of Information Act 2000, this letter serves as a refusal notice for this part of your request.

By requesting *all* information your request is too broad to be complied with within the £450 limit imposed on Freedom of Information requests.

Although excess cost removes the Force's obligations under the Freedom of Information Act, as a gesture of goodwill, I have supplied information, relative to your request, retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

The information provided below includes the time frame 1 October 2017 – 30 September 2018.

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 total number of 101 calls received by the Constabulary during the time frame specified above, was 165,183.
2. The average time to answer 101 calls during this time frame, was 0:05:06.
3. The total number of abandoned calls during this time frame, was 44,594.
4. The Constabulary receives various contact forms on our website where the submissions are sent to different teams across the organisation via email. The total number of website submissions received, was 17,191.

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