



Freedom of Information Request Reference N°: FOI 003918-18

I write in connection with your request for information received by Suffolk Constabulary on the 24 October 2018 in which you sought access to the following information:

"I am writing to you under the Freedom of Information Act 2000 to request the following information from Suffolk Constabulary

Non-emergency (via 101 or via 613500) call data to the Suffolk Police call centre. I request for total dropped calls, (where the call have connected and waiting in a call queue, but caller has terminated before speaking to a call handler)(Not a switchboard call handler). AND average AND maximum waiting time before caller terminates. Also average and maximum waiting times for these calls for when caller has successfully connected to a call taker (Not a switchboard call handler)

Can I have this in time bands of 2 hrs, covering data over 2 years. e.g.

2016/17

00:00 - 02:00

Connected calls / Dropped calls

Max = 55 min / 1:10

Ave = 12 min / 24 min"

Response to your Request

The response provided below is correct as of 24 October 2018

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

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.

The Constabulary does not hold call data in the manner requested, rather call data is provided to us via the Orbitel system for daily 101 calls received and average time to answer (ATTA) figures. Abandoned call data is broken down monthly.

The total numbers of 101 calls received and the average time to answer those calls on a daily basis is provided within the attached spreadsheet.

The total number of abandoned calls is provided in the table below, by month.

Year	Month	Abandoned Calls
2016	October	3,395
2016	November	2,445
2016	December	2,725
2017	January	2,215
2017	February	3,315
2017	March	3,729
2017	April	2,458
2017	May	3,572
2017	June	3,308
2017	July	4,277
2017	August	3,281
2017	September	3,788
2017	October	4,709
2017	November	4,642
2017	December	3,371
2018	January	3,790
2018	February	2,626
2018	March	3,346
2018	April	2,410
2018	May	3,168
2018	June	3,772
2018	July	4,909
2018	August	3,980



2018	September	3,871
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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