



Freedom of Information Request Reference N^o: FOI 004016-18

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 30 October 2018 which you sought access to the following information:

1. *“Could you please outline the grades your force uses to categorise calls for service alongside the targets for arrival to scene for each grade, ranked from top priority to low priority. Please make a note if the grades/targets have changed in the last five years.*
2. *Please note that I am seeking the data in a tabular format, ideally csv. Could you please provide the following information for each calendar year 2013, 2014, 2015, 2016, 2017 and 2018 (half a year if available):*
 - 2.1 *The total number of recorded (graded) calls separately for each grade or failing that for the two most urgent grades.*
 - 2.2 *The number of calls responded to within the target separately for each grade or failing that for the two most urgent grades. If your force does not have a specific target, please use the standard targets (15 minutes for grade 1, 60 minutes for grade 2).*
 - 2.3 *The median response time (in minutes) for each grade or failing that for the two most urgent grades.*
 - 2.4 *The longest response time (in minutes) for each grade or failing that for the two most urgent grades. Please exclude records that are statistically incorrect (e.g. misrecorded) from your calculation if possible.”*

Response to your Request

The response provided below is correct as of 22 November 2018

Suffolk and Norfolk Constabularies have considered your request for information and the response is below.

Please be aware that Norfolk and Suffolk Constabularies grade calls differently for a number of reasons, including; different policies, different opening codes, different methods in which to upgrade/downgrade and resources allow for more risk adverse considerations. The information provided for question 2 can therefore not be used in comparison.

1. The grades used by the Constabularies are as follows:

Grade A – Urban – 15 Minute target time
Grade A – Rural – 20 Minute target time

Grade B – 60 Minutes
 Grade C – No target
 Grade D – No target

2. The total number of grade A and B calls per year and force is provided in the table below.

Please note that Suffolk data is only available from 29 October 2013 due to a change in recording system at this time. The data is therefore provided in annual totals from 2014 to date.

2018 data is for the time range January – June inclusive.

| Year | Norfolk | | Suffolk | |
|------|---------|---------|----------|---------|
| | Grade A | Grade B | Grade A | Grade B |
| 2013 | 37,310 | 48,652 | Not Held | |
| 2014 | 40,139 | 48,237 | 15,960 | 72,850 |
| 2015 | 41,137 | 42,894 | 19,100 | 55,862 |
| 2016 | 39,550 | 41,409 | 19,389 | 50,915 |
| 2017 | 41,676 | 42,464 | 20,698 | 53,448 |
| 2018 | 20,545 | 23,102 | 9,762 | 28,305 |

The total number of calls attended within the appropriate target times, is as follows by Constabulary. Please note that there are no target times for grade C and D calls and therefore the data provided only relates to grade A and B calls.

The table provided below confirms the median point for attendance to all grade A and B calls received by the Constabularies, provided in minutes. Please note that the grade A figures include rural and urban attendance.

| Year | Norfolk | | Suffolk | |
|------|----------|----------|----------|----------|
| | Grade A | Grade B | Grade A | Grade B |
| 2013 | 00:06:49 | 00:23:57 | | |
| 2014 | 00:07:07 | 00:27:08 | 00:07:25 | 00:20:02 |
| 2015 | 00:07:08 | 00:25:50 | 00:07:53 | 00:19:42 |
| 2016 | 00:07:11 | 00:24:03 | 00:08:25 | 00:22:13 |
| 2017 | 00:07:39 | 00:27:27 | 00:08:03 | 00:26:15 |
| 2018 | 00:08:02 | 00:38:14 | 00:08:02 | 00:29:31 |

Some caution should be taken with regards to this data as calls can be regraded at any time and this will not be reflected within the data. For example, a call could originally be graded as C or D, but later regraded to A or B, which will be purely dependent on the circumstances at the time and can change as the incident progresses. The final call grading will be extracted from the call however; the attendance time will be calculated from the start of the call as opposed the time at which the call was regraded, providing a false reflection of the actual attendance time.

There will be a number of calls that are not reflected in the figures, as attendance was not required.

2018 data is for the time range January – June inclusive.

| Norfolk | | | | | | | |
|---------|---------------|--------|--------|--------|--------|--------|--------|
| Grade | | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |
| A | In Target | 32,832 | 33,978 | 35,392 | 34,777 | 35,514 | 16,551 |
| | Out of Target | 3,154 | 3,841 | 3,534 | 3,045 | 4,198 | 2,575 |
| B | In Target | 40,939 | 37,588 | 35,435 | 35,980 | 34,673 | 14,730 |
| | Out of Target | 5,795 | 7,833 | 5,258 | 3,568 | 5,647 | 6,468 |

| Suffolk | | | | | | |
|---------|---------------|--------|--------|--------|--------|--------|
| Grade | | 2014 | 2015 | 2016 | 2017 | 2018 |
| A | In Target | 14,422 | 17,136 | 17,064 | 18,274 | 8,766 |
| | Out of Target | 1,142 | 1,766 | 2,157 | 2,139 | 929 |
| B | In Target | 52,018 | 41,021 | 36,238 | 34,295 | 16,731 |
| | Out of Target | 11,112 | 7,805 | 8,792 | 11,890 | 7,036 |

The longest response time, from dispatch to attendance during this time frame is provided below including some context confirming the delay in attendance where necessary.

| | Grade A | Grade B |
|---------|---|---|
| Norfolk | 21:35:09 (2014) Attendance not immediately required – Appointment made at callers convenience | 23:58:13 (2018) No officers available – No immediate Threat/Harm/Risk - Diary appointment made |
| Suffolk | 2194 minutes – Police attendance deferred and diary appointment made for the following day, on request of complainant | 293 minutes (2015) |

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/>

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 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*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 40 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