



**Freedom of Information Request Reference N°: FOI 004031-18**

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 1 November 2018 which you sought access to the following information:

1. "How many 101 calls went unanswered in the following periods?

2016-17

2017-18

2018-19

How many 101 calls were abandoned in the following periods?

2016-17

2017-18

2018-19

How many 101 calls were there in total in the following periods?

2016-17

2017-18

2018-19

2. How many 999 calls has the force had on New Year's Eve for the following periods:

2013 into 2014

2014 into 2015

2015 into 2016

2016 into 2017

2017 into 2018

How many 999 calls has the force had before 5am on New Year's Day for the following periods:

2013 into 2014

2014 into 2015

2015 into 2016

2016 into 2017

2017 into 2018

I would also like to know the average number of 999 calls a day for each of the years above in order to compare."

## Response to your Request

The response provided below is correct as of 6 November 2018

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

1. A search has been completed of the Constabularies call data for all 101 calls received for the 2016/17 – 2018/19 financial years.

The total number of 101 Calls received, including the total number received, and abandoned, is provided in the table below. Please note that unanswered and abandoned calls fall under the same categorisation and cannot be separated.

Please note – with regard to Norfolk 101 calls, the figures include ALL public calls to the Constabulary and not specifically those via the 101 line. The figures for public calls will include officers/staff dialling the switchboard for an extension number or members of the public seeking to be transferred to an extension number.

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.

Financial Year	Norfolk		Suffolk	
	Total Calls	Abandoned	Total Calls	Abandoned
2016/17	264,914	23,456	182,876	40,921
2017/18	267,210	42,119	176,131	43,167
2018/19*	123,160	13,369**	94,784	25,593

\*April – October Data

\*\*Norfolk Abandoned call data is for April – June only.

2. A search has been completed of the Constabularies 999 data for all calls received on New Year's Eve 2013 – 2017 and New Year's Day 2014 – 2018.

The tables provided below confirm the total number of calls received on the respective dates. The Constabulary does not hold daily average figures and we have therefore supplied the yearly totals.

<b>Norfolk</b>			
<b>Year</b>	<b>Total 999 Calls</b>	<b>New Year's Eve</b>	<b>New Year's Day 00:00 – 05:00hrs</b>
2013	84,326	143	-
2014	81,782	133	118
2015	86,590	158	98
2016	89,215	182	105
2017	96,920	196	112
2018	88,735*	-	94

\*January – October Data

Please note that call data for Suffolk Constabulary is held in daily totals and therefore we are unable to confirm the number received specifically prior to 5am.

<b>Suffolk</b>			
<b>Year</b>	<b>Total 999 Calls</b>	<b>New Year's Eve</b>	<b>New Year's Day</b>
2013	84,378	217	-
2014	81,718	195	383
2015	78,679	201	320
2016	91,591	235	367
2017	98,408	220	318
2018	86,750*	-	353

\*January – October Data

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](mailto: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](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