



28th December 2018

Freedom of Information Request Reference N^o: FOI 004344/18

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 26th November 2018 in which you sought access to the following information:

- 1 In each of the last two financial years (16/17) and (17/18) how many calls to (a) 999 and (b) 101 were recorded as not having been answered?
- 2 In each of the last two financial years (16/17) and (17/18) what was the average time for a response to be made to a (a) 999 and (b) a 101 call?
- 3 In each of the last two financial years (16/17) and (17/18) what was the longest time it took for a caller to get a response to a (a) 999 and (b) a 101 call? For each example state the date of the call and how long it took to be answered.

Response to your Request

The response provided below is correct as of 11th December 2018.

Norfolk and Suffolk Constabularies have located the following information as relevant to your request. 101 figures for Norfolk Constabulary include all public calls.

Q1 Figures regarding the number of abandoned calls is already published and can be accessed via the links provided below:-

- https://www.norfolk.police.uk/sites/norfolk/files/2098_abandoned_999_101_calls.pdf
- https://www.suffolk.police.uk/sites/suffolk/files/002105-18_-_abandoned_calls.pdf

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.

Q2 Please see below details of the average response times. Please note, Suffolk Constabulary only holds a monthly average, therefore an average of the monthly average has been provided:-

NORFOLK		
Average Response Time		
	2016/2017	2017/2018
999	00:00:11	00:00:07

Public	00:01:34	00:03:06
SUFFOLK		
Average Response Time (seconds)		
	2016/2017	2017/2018
999	3.9	4.03
Public	205	254.9

Q3 This information is not held by the Constabularies.

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