



Freedom of Information Request Reference N°: FOI 004093-20

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 9 December 2020 which you sought access to the following information:

1. *“Between 1 March 2020 and 1 December 2020, how many 101 calls were recorded as NOT having been answered?”*
2. *Between 1 March 2020 and 1 December 2020, what was the average time for a response 101 calls?*
3. *Between 1 March 2020 and 1 December 2020, what was the longest time it took for a caller to get a response to a 101 call?*
4. *Between 1 March 2020 and 1 December 2020, how many 101 calls were received (answered or unanswered) by your force?”*

Response to your Request

The response provided below is correct as of 22 December 2020

Suffolk and Norfolk Constabularies have 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. The Constabularies encourage non-urgent callers to visit our website first, where there is a wide variety of information and the ability to report minor matters online.

1. The total number of 101 calls abandoned, which is post-switchboard, between March and November 2020 inclusive, is as follows:

Calls abandoned post switchboard		
Month	Norfolk	Suffolk
Mar	1686	2952
Apr	1613	2692
May	2630	2558
Jun	2734	3618
Jul	3083	3514
Aug	3742	3847
Sep	3245	3591
Oct	2445	4113
Nov	2327	3442

2. Between March and November 2020 inclusive, the average time for a response 101 calls, (ATTA data) is provided below in the following format: hh:mm:ss

Norfolk – 00:04:57

Suffolk – 00:05:57

Please note that for ATTA data, the Constabularies do not hold singular call data, only median averages. The information supplied is therefore an average of the daily average figures provided to the Constabularies.

The Constabularies do not have a target waiting time for 101 calls.

3. This information is not held as the Constabularies only receive daily average figures rather than the time it took to answer individual calls.
4. Between March and November 2020 inclusive, the total number of 101 calls received was as follows, noting that the information for November 2020 is not as yet held.

Total calls received		
Month	Norfolk	Suffolk
Mar	33224	25169
Apr	33279	25200
May	35832	25726
Jun	45952	27523
Jul	47890	28389
Aug	53193	29374
Sep	49244	28239

Oct	39090	26541
Nov		

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