



**NORFOLK**  
CONSTABULARY  
*Our Priority is You*

July 2018

**Freedom of Information Request Reference N<sup>o</sup>: FOI 002098/18**

I write in connection with your request for information received by Norfolk Constabulary on the 18<sup>th</sup> June 2018 in which you sought access to the following information:

- 1 How many 999 calls have been abandoned in the past five years?

For clarity, I am looking for figures for each of the following:

- To date in 2018
- 2017
- 2016
- 2015
- 2014

If your data is compiled in a different format, for example, financial year 2016/17, please provide it as you have it recorded and state which months the data set for each year starts and ends.

- 2 How many 101 calls have been abandoned in the past five years?

For clarity, I am looking for figures for each of the following:

- To date in 2018
- 2017
- 2016
- 2015
- 2014

If your data is compiled in a different format, for example, financial year 2016/17, please provide it as you have it recorded and state which months the data set for each year starts and ends.

**Response to your Request**

The response provided below is correct as of 18<sup>th</sup> June 2018.

Norfolk Constabulary has located the following information as relevant to your request.

The figures have been extracted from the Contact and Control Room Performance Packs. We do not hold details of the number of abandoned calls, we have therefore provided the number of calls received, the number answered and the abandoned rate.

Please note – with regard to 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.

The Police will receive all 999 calls where there is no clear request for an alternate agency, such as Fire, Ambulance or Coastguard. Therefore all silent 999 calls, or where a member of the public

has misdialed, where there is no speech, will be directed to the Constabulary's Contact and Control Room.

Where a 999 call is abandoned, the BT operator will stay on the line and provide the police with details they have around the call. The Contact and Control Room will then review the call, with the aim being to mitigate the risk presented. This can sometimes be achieved simply by calling the person back but could include implementing a number of system checks and resourcing an emergency attendance by a police officer.

There has been a significant rise in the number of 999 calls and as these calls are likely to carry the most risk to the public, the operating model within the Control Room has been adapted to prioritise these.

Month	13/14	14/15	15/16	16/17	17/18	18/19
<b>999 calls – Volume Received</b>						
April	6136	6431	6485	6731	7602	8324
May	7255	6956	7213	7470	8480	8701
June	7421	6854	7125	7891	9133	
July	8298	7959	8483	9174	9337	
August	8315	7731	9118	8478	9088	
September	6932	7274	7408	7914	8181	
October	6934	6826	7791	7761	8531	
November	6642	6669	7730	6438	7700	
December	7088	6466	7743	7634	8244	
January	6094	5800	6844	6653	7642	
February	5970	5462	6087	6766	6668	
March	6552	6232	6793	7205	8017	
<b>999 calls – Volume Answered</b>						
April	6198	6263	6309	6599	7487	8195
May	7109	6752	6982	7324	8326	8587
June	7282	6620	6852	7752	8901	
July	8150	7723	8238	9013	9166	
August	8203	7516	8663	8358	8945	
September	6799	6993	7049	7787	8062	
October	6780	6598	7340	7652	8324	
November	6538	6362	7287	6334	7572	
December	6873	6235	7322	7519	8097	
January	5989	5636	6690	6569	7389	
February	5786	5338	5984	6695	6556	
March	6324	6051	6687	7104	7897	
<b>999 calls – Abandoned Rate (%)</b>						
April	0.19	0.36	0.46	0.58	0.39	0.46
May	0.21	0.29	0.67	0.32	0.53	0.33
June	0.23	0.55	0.51	0.41	0.92	
July	0.27	0.46	0.65	0.60	0.64	

August	0.20	0.39	0.77	0.25	0.44	
September	0.29	0.49	0.73	0.44	0.43	
October	0.32	0.47	0.81	0.35	0.70	
November	0.11	0.72	0.84	0.26	0.49	
December	0.31	0.56	1.55	0.21	0.49	
January	0.16	0.26	0.64	0.38	1.02	
February	0.40	0.38	0.25	0.16	0.37	
March	0.66	0.59	0.28	0.31	0.39	

Month	13/14	14/15	15/16	16/17	17/18	18/19
<b>Public calls – Volume Received</b>						
April	21107	22489	20888	20800	21430	20711
May	23024	24702	22225	22813	24410	22734
June	23263	24647	23010	23701	24775	
July	27192	27551	25114	25961	24322	
August	26189	25116	24756	24819	25337	
September	23008	24013	22124	23330	23151	
October	22859	22830	22563	22039	22543	
November	21581	21639	22190	19784	21067	
December	21585	20489	21628	19835	20295	
January	21273	19383	21238	20449	20658	
February	20076	18356	19938	19597	18043	
March	22623	21249	21204	21786	21179	
<b>Public calls – Volume Answered</b>						
April	20550	21001	18767	18544	18027	15351
May	22224	22894	19353	20293	19936	16516
June	22267	22782	19184	20522	18690	
July	25977	24010	20264	21382	18445	
August	25059	22793	19427	21273	18745	
September	21925	20980	17433	19931	17625	
October	21563	20754	18472	19436	16528	
November	20221	19209	18133	18171	15680	
December	20367	18664	17722	18088	16143	
January	20078	17980	18082	18247	17454	
February	18709	16904	16787	17057	15187	
March	20908	19126	18744	19111	16844	
<b>Public calls – Abandoned Rate (%)</b>						
April	1.01	3.83	6.76	7.78	8.09	21.73
May	1.64	4.29	9.41	7.51	11.85	20.82
June	2.09	4.53	12.48	9.89	19.29	
July	2.06	8.74	14.93	13.57	18.93	
August	2.14	5.95	17.05	10.58	17.93	

September	2.58	6.01	16.85	10.55	16.71	
October	3.20	5.66	14.03	8.34	19.33	
November	2.51	7.65	13.92	5.52	18.28	
December	3.22	5.56	14.03	5.56	15.73	
January	3.34	4.47	10.66	6.85	12.16	
February	4.24	4.83	11.95	9.36	12.41	
March	4.73	6.88	8.61	8.72	16.75	