



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

March 2017

**Freedom of Information Request Reference N°: FOI 003645/17**

I write in connection with your request for information received by the Norfolk Constabulary on the 20<sup>th</sup> February 2017 in which you sought access to the following information:

- 1 Please provide, for the period between 1 January 2014 and 31 December 2016, the number of calls to 999 in your area for requests regarding events relating to what is understood to fall under the term "hate crimes" (including, but not limited to, acts related to hostility or prejudice based on disability, race, ethnicity religion, transgender identity or sexual orientation), whether classified by you as serious or less serious/urgent or less urgent in nature. If you do divide calls by degree of urgency (e.g. immediate, significant, extended) please clearly say so, give definitions for each, and the response times you aim for in each type of call.

Please provide data for 1) broken down by administrative subdivision (if applicable, e.g. borough, council, or similar), with weekly and monthly subtotals, and yearly cumulative totals. If applicable, please provide subtotals for each category of calls per urgency (as per above).

- 2 For all requests falling under category 1, please provide average weekly and monthly response times, i.e. time elapsed between call to 999 to arrival of officer or relevant equivalent on the scene or location of caller. If applicable, please provide this data broken down per administrative division or nearest equivalent.
- 3 Please provide the three shortest and longest waiting times for each week (and, if applicable, per administrative subdivision).

Please send data in .csv format to this email address. When responding and appending weekly subtotals, please also define what the time frame for that week is. E.g.: Week 1, 2014: 1 January - 7 January; or Monday - Monday.. and so on.

Norfolk Constabulary holds information relevant to your request.

**Response to your Request**

When responding to a request for information under the terms of the Freedom of Information Act (2000), a public authority is not obliged to provide information, if the authority estimates that the cost of the retrieval of the information requested, would be in excess of £450 (equivalent to 18 hours work).

The costs criteria relates to a request in its entirety, which means that if we cannot retrieve all of the information requested within the costs limit, we are not obliged to retrieve *any* of the information requested.

The Norfolk Constabulary estimates that to retrieve all of the information you have requested would exceed cost in excess of £450.

In order to establish what relevant information is held, we have contacted our Joint Performance and Analysis Department (JPAD). They have advised that CAD incident reports, created by the Contact and Control Room, which have a hate element are given one of the following qualifiers:-

Hate - Disability  
Hate - Other  
Hate - Racial  
Hate - Religion/Belief  
Hate - Sexual Orientation  
Hate - Transgender

JPAD have undertaken research of incident reports which have originated from a 999 call and have one of the above qualifiers. For the full period requested this has returned 660 reports. In order to provide you with the details you have requested in question 2, it would be necessary to review each incident to identify the time of the call and the time that an officer arrived. Based on a minimum of 3 minutes each, this would equate to 33 hours,

This would exceed the appropriate limit for dealing with Freedom of Information requests, in terms of costs, and therefore Section 12(1) of the Freedom of Information Act applies.

Section 12(1) of the Freedom of Information Act states that a public authority is not obliged to:

*“...comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit”.*

The Freedom of Information (Appropriate Limit and Fees) Regulations 2004, defines the ‘appropriate limit’ for Norfolk Constabulary as £450, and specifies that this sum equates to 18 hours work at a standard rate of £25 per hour.

In accordance with Section 17 of the Freedom of Information Act (2000), this serves as a Refusal Notice for your request.

Advice & assistance

Although excess cost removes the Constabulary’s obligations under the Freedom of Information Act, as a gesture of goodwill, I have supplied information, relevant to your request, which was retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

Year and Month	Priority					Grand Total
	A Rural	A Urban	B	C	D	
<b>2014</b>						
January		2	10	1		<b>13</b>
February	1	5	7	1		<b>14</b>
March	3	6				<b>9</b>
April	2	6	5	2		<b>15</b>
May	1	6	9	4	1	<b>21</b>
June	2	10	8	4	1	<b>25</b>
July	2	9	14	1		<b>26</b>
August	2	9	10	4	2	<b>27</b>
September	1	11	8	1	1	<b>22</b>
October		5	9	1	1	<b>16</b>

November	3	2	3	1	1	10
December		4	8	4		16
<b>2014 Total</b>	<b>17</b>	<b>75</b>	<b>91</b>	<b>24</b>	<b>7</b>	<b>214</b>
<b>2015</b>						
January	1	3	7	2		13
February	3	9	7	5	1	25
March	4	2	10	3		19
April	1	5	10	3	1	20
May	1	9	4	7	2	23
June	5	5	3	5	1	19
July	2	9	10	2	2	25
August		6	10	1	1	18
September	4	4	6	4	1	19
October		7	5	3		15
November		2	5	8		15
December	1	2	2	6	1	12
<b>2015 Total</b>	<b>22</b>	<b>63</b>	<b>79</b>	<b>49</b>	<b>10</b>	<b>223</b>
<b>2016</b>						
January	2	3	5	3	2	15
February		8	5	3	1	17
March	1	4	2	2	1	10
April		3	4	4		11
May	1	5	5	3	2	16
June	2	10	3	9	1	25
July	2	7	8	6	5	28
August	5	10	11	4	2	32
September	1	10	6	7	1	25
October		6	9	4	1	20
November	1	3	3	2	1	10
December	1	7	5	1		14
<b>2016 Total</b>	<b>16</b>	<b>76</b>	<b>66</b>	<b>48</b>	<b>17</b>	<b>223</b>
<b>Grand Total</b>	<b>55</b>	<b>214</b>	<b>236</b>	<b>121</b>	<b>34</b>	<b>660</b>

Please see below details of the call gradings:-

All calls into the Norfolk Contact and Control Room must be graded appropriately by the call taker. All such deployment decisions should reflect the National Decision Model (NDM), and incorporate the THRIVE principles.

Grading decisions should reflect the level of threat, harm, and risk a call taker has identified from a conversation or scrutiny of a document. A grading decision helps the police provided the best service to the caller.

#### **Grade A – ‘Go Now’ IMMEDIATE**

- A response time of 15 minutes for urban areas and 20 minutes for rural areas

**Grade B – ‘Go Now’ PRIORITY**

- A police resource is deployed to attend the incident as soon as possible. Our aim is to be with a victim within 60 minutes

**Grade C – ‘Scheduled’**

- A police resource is required to attend, usually within 24hrs

**Diary** – Arrangements are made for a police resource to attend at a time suitable to the victim and in accordance with the parameters of the local STORM diary

**Resolved** – The call is resolved at first point of contact and there is no requirement for a police resource to attend

**Grade D – ‘Non-Attendance’**

- Information is recorded for information purposes only. There is no requirement for a police resource to attend.

Additionally, please see figures by week.

<b>Week No</b>	<b>Total</b>
<b>2014</b>	<b>214</b>
<b>January</b>	<b>13</b>
2	2
3	5
4	3
5	3
<b>February</b>	<b>14</b>
6	1
7	2
8	8
9	3
<b>March</b>	<b>9</b>
10	3
11	2
12	2
13	2
<b>April</b>	<b>15</b>
14	3
15	2
16	3
17	4
18	3
<b>May</b>	<b>21</b>
18	1
19	6
20	5
21	5

22	4
<b>June</b>	<b>25</b>
23	7
24	7
25	5
26	4
27	2
<b>July</b>	<b>26</b>
27	5
28	6
29	2
30	8
31	5
<b>August</b>	<b>27</b>
31	3
32	5
33	8
34	8
36	3
<b>September</b>	<b>22</b>
36	3
37	4
38	6
39	6
40	3
<b>October</b>	<b>16</b>
40	2
41	6
42	3
43	2
44	3
<b>November</b>	<b>10</b>
44	1
45	3
46	2
47	1
48	3
<b>December</b>	<b>16</b>
49	3
50	4
51	2
52	6

53	1
<b>2015</b>	<b>223</b>
<b>January</b>	<b>13</b>
2	6
3	1
4	5
5	1
<b>February</b>	<b>25</b>
6	6
7	4
8	9
9	6
<b>March</b>	<b>19</b>
10	4
11	4
12	8
13	3
<b>April</b>	<b>20</b>
14	2
15	4
16	5
17	6
18	3
<b>May</b>	<b>23</b>
18	1
19	5
20	5
21	6
22	6
<b>June</b>	<b>19</b>
23	4
24	3
25	8
26	2
27	2
<b>July</b>	<b>25</b>
27	6
28	6
29	4
30	4
31	5
<b>August</b>	<b>18</b>

31	2
32	1
33	6
34	6
35	1
36	2
<b>September</b>	<b>19</b>
36	5
37	3
38	3
39	5
40	3
<b>October</b>	<b>15</b>
40	4
41	3
42	3
43	4
44	1
<b>November</b>	<b>15</b>
45	5
46	2
47	3
48	4
49	1
<b>December</b>	<b>12</b>
49	2
50	4
51	1
52	5
<b>2016</b>	<b>223</b>
<b>January</b>	<b>15</b>
1	1
2	1
3	3
4	6
5	4
<b>February</b>	<b>17</b>
6	5
7	5
8	3
9	3
10	1

<b>March</b>	<b>10</b>
10	2
11	1
12	2
13	3
14	2
<b>April</b>	<b>11</b>
14	1
15	1
16	3
17	2
18	4
<b>May</b>	<b>16</b>
19	4
20	5
21	2
22	4
23	1
<b>June</b>	<b>25</b>
23	3
24	11
25	5
26	5
27	1
<b>July</b>	<b>28</b>
27	2
28	4
29	3
30	6
31	13
<b>August</b>	<b>32</b>
33	8
34	8
35	9
36	7
<b>September</b>	<b>25</b>
36	4
37	4
38	7
39	6
40	4
<b>October</b>	<b>20</b>



40	1
41	6
42	5
43	6
44	2
<b>November</b>	<b>10</b>
45	2
46	3
47	3
48	1
49	1
<b>December</b>	<b>14</b>
49	2
50	3
51	3
52	3
53	3
<b>Total</b>	<b>660</b>