



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.