



January 2017

Freedom of Information Request Reference N^o: FOI 004494/16

I write in connection with your request for information received by the Norfolk Constabulary on the 12th December 2016 in which you sought access to the following information:

- 1 Over the last four calendar years, what was the a) average b) shortest and c) longest response to a 999 call. By response I mean speaking to a 999 call handler. Can I have the data broken down for each year? If you have an automated system that takes you through to a call handler, please include that, if possible, in the total timings.
- 2 Over the last four calendar years how many 999 have been abandoned before being answered? Can I have the data broken down for each year?

Norfolk Constabulary holds information relevant to your request.

Response to your Request

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

Q1

The Constabulary does not hold information regarding the shortest and longest times to respond to a 999 call.

Please see below average figures. The average is over the last 3 years.

Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Average	00:08	00:09	00:09	00:09	00:09	00:10	00:09	00:11	00:11	00:08	00:08	00:09
15/16	00:10	00:11	00:12	00:11	00:12	00:12	00:11	00:12	00:12	00:09	00:08	00:07
16/17	00:08	00:07	00:07	00:08	00:07	00:07	00:06	00:06	00:06			

Q2

This information is not held by the Constabulary.

Additionally please see figures below for the number of calls received, the number of calls answered under 10 seconds and the percentage of calls answered within target.

		999		
		Total Calls received	Calls answered <10	% within target
2013/ 2014	April	6316	6198	98.13
	May	7255	7109	97.99
	June	7421	7282	98.13

	July	8298	8150	98.22
	August	8315	8203	98.65
	September	6932	6799	98.08
	October	6934	6780	97.78
	November	6642	6538	98.43
	December	7088	6873	96.97
	January	6094	5989	98.28
	February	5970	5786	96.92
	March	6552	6324	96.52
	Year end	83817	82031	97.9%

		999		
		Total Calls received	Calls answered <10	% within target
2014/2015	April	6431	6263	97.39
	May	6956	6752	97.07
	June	6854	6620	96.59
	July	7959	7723	97.03
	August	7731	7516	97.22
	September	7274	6993	96.14
	October	6826	6598	96.66
	November	6669	6362	95.40
	December	6466	6235	96.43
	January	5800	5636	97.17
	February	5462	5338	97.73
	March	6232	6051	97.10
	Year end	80660	78087	96.8%

		999		
		Total Calls received	Calls answered <10	% within target
2015/2016	April	6485	6309	97.29
	May	7213	6982	96.80
	June	7125	6852	96.17
	July	8483	8238	97.11
	August	9118	8663	95.01
	September	7408	7049	95.15
	October	7791	7340	94.21
	November	7730	7287	94.27
	December	7743	7322	94.56
	January	6844	6690	97.75
	February	6087	5984	98.31
	March	6793	6687	98.44
	Year end	88820	85403	96.2%

		999		
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		Total Calls received	Calls answered <10	% within target
2016/2017	April	7470	7324	98.05
	May	7445	7299	98.04
	June	7891	7752	98.24
	July	9174	9013	98.25
	August	8478	8358	98.58
	September	7914	7787	98.40
	October	7761	7652	98.60
	November	6438	6334	98.38
	December	7634	7519	98.49
	January			#DIV/0!
	February			#DIV/0!
	March			#DIV/0!
	Year end	70205	69038	98.3%