



August 2017

Freedom of Information Request Reference N^o: FOI 005661/17

I write in connection with your request for information received by Norfolk Constabulary on the 11th July 2017 in which you sought access to the following information:

I am investigating the impact of recent terrorist atrocities on police 999 and 101 services. I am requesting the following information in accordance with the Freedom of Information Act 2000.

- 1 Please state the number of
A 999 calls
B 101 calls

received by your force's control room from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month.

- 2 Please state the number of
A 999 calls
B 101 calls

that were abandoned or terminated before being answered by an operator in your force's control room from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month.

- 3 Please state the waiting time targets for your force for
A 999 calls
B 101 calls

- 4 Please state the number of
A 999 calls
B 101 calls

that breached your force's waiting time targets from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month.

- 5 Please state the 95th percentile waiting time for
A 999 calls
B 101 calls

received by your force's control room. Please provide information from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month.

- 6 Please state the number of
A 999 calls
B 101 calls

your control room received from outside you force area. Please provide information from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month.

- 7 Please provide a copy of your forces guidance for answering calls from outside your force area. Please include a copy of any guidance explaining why your force might receive these calls.

Response to your Request

The response provided below is correct as of 11th July 2017.

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

The Constabulary is only able to provide figures for the number of public calls received. These are not all received via the 101 non-emergency number. This means that the data below for public calls will include officers dialling switchboard for an extension number or members of the public seeking to be transferred to an extension number e.g. Custody Suite.

Q1A

999 CALLS	RECEIVED
Jan-16	6844
Feb-16	6087
Mar-16	6793
Apr-16	6731
May-16	7470
Jun-16	7891
Jul-16	9174
Aug-16	8478
Sep-16	7914
Oct-16	7761
Nov-16	6438
Dec-16	7634
Jan-17	6653
Feb-17	6766
Mar-17	7205
Apr-17	7602
May-17	8480
Jun-17	9133
Total	135054

Q1B

PUBLIC CALLS	RECEIVED
Jan-16	21238
Feb-16	19938
Mar-16	21204
Apr-16	20800
May-16	22813

Jun-16	23701
Jul-16	25961
Aug-16	24819
Sep-16	23330
Oct-16	22039
Nov-16	19784
Dec-16	19835
Jan-17	20449
Feb-17	19597
Mar-17	21786
Apr-17	21430
May-17	24410
Jun-17	24775
Total	397909

Q2A

999 CALLS	No. Abandoned
Jan-16	44
Feb-16	15
Mar-16	19
Apr-16	39
May-16	24
Jun-16	32
Jul-16	55
Aug-16	21
Sep-16	35
Oct-16	27
Nov-16	17
Dec-16	16
Jan-17	25
Feb-17	11
Mar-17	22
Apr-17	30
May-17	45
Jun-17	84

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 the member of the public has misdialled, 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 still stay on the line and provide police with details they have around the call.

The Constabulary's 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.

Q2B

PUBLIC CALLS	No. Abandoned
Jan-16	3119
Feb-16	3059
Mar-16	2428
Apr-16	2238
May-16	2458
Jun-16	3152
Jul-16	4529
Aug-16	3454
Sep-16	3354
Oct-16	2554
Nov-16	1605
Dec-16	1719
Jan-17	2068
Feb-17	2506
Mar-17	2629
Apr-17	3271
May-17	4381
Jun-17	6003

The Norfolk Police Contact and Control Room has been monitoring a recent significant rise in the number of 999 calls and an increase in 101 calls.

With 999 calls statistically likely to carry the most risk to the public, the operating model within the control room has been adapted to prioritise these.

Norfolk Constabulary has a switchboard team between 0700hrs and 2200hrs, 7 days a week. The hours of working are decided around demand, modelling when the public are most likely to call 101. The team will assess any call for service, advise on the potential likely wait time and highlight other opportunities to report non-risk matters, such as an on-line form on the Constabulary website. If a caller has dialled 101 and the assessment is that the matter requires an urgent response, the call can be prioritised and passed over to be recorded and actioned as if it were a 999 call.

The Switchboard staff answer over 90% of all calls they receive within 30 seconds and have delivered this performance over the period of this FOI request.

The majority of the above abandoned calls will therefore have been answered by switchboard during their hours of work, meaning the call has been triaged around and risk assessed and then have been queued for transfer to a control room operator. Outside of switchboard hours a 101 call will queue to come straight into the control room.

Members of the public will choose to abandon calls for a variety of reasons. Some of these calls could be waiting to speak to an operator who can access the update on a crime or incident report. We know from speaking to our staff that people will still choose to initially queue despite being told it is very busy and then subsequently will hang up. We know from some recent data that has been reviewed around our abandoned 101 calls that 17% of callers will abandon within 10 seconds and this rises to 32% of callers abandoning their call within 40 seconds.

There will sometimes be a genuine delay for people calling 101 especially during busy periods and we would apologise to people affected by this.

Q3

The Norfolk Constabulary target for 999 calls is to answer them within 10 seconds.

The Norfolk Constabulary target for 101 calls is to answer them within 30 seconds, once they have been answered by switchboard.

Q4

999 CALLS	Number of calls	Service Level	Number breaching service level
Jan-16	6844	84.4	1068
Feb-16	6087	88.9	676
Mar-16	6793	91.2	598
Apr-16	6731	88.6	767
May-16	7470	90.5	710
Jun-16	7891	89.3	844
Jul-16	9174	87.4	1156
Aug-16	8478	89.2	916
Sep-16	7914	89.3	847
Oct-16	7761	91.8	636
Nov-16	6438	94.3	367
Dec-16	7634	92.1	603
Jan-17	6653	91.2	585
Feb-17	6766	88.8	758
Mar-17	7205	88.6	821
Apr-17	7602	89.1	829
May-17	8480	86.1	1179
Jun-17	9133	85.6	1315

PUBLIC CALLS	Number of calls	Service Level	Number breaching service level
Jan-16	21238	57.2	9090
Feb-16	19938	51.4	9690
Mar-16	21204	61.6	8142
Apr-16	20800	66.5	6968
May-16	22813	63.5	8327

Jun-16	23701	56.1	10405
Jul-16	25961	46.3	13941
Aug-16	24819	53.6	11516
Sep-16	23330	50.7	11502
Oct-16	22039	58	9256
Nov-16	19784	70	5935
Dec-16	19835	68.7	6208
Jan-17	20449	63.9	7382
Feb-17	19597	55.3	8760
Mar-17	21786	55.9	9608
Apr-17	21430	59.4	8701
May-17	24410	51.6	11814
Jun-17	24775	37.8	15410

Q5

The Constabulary is unable to retrieve this information, therefore no information held.

Q6

The Constabulary is unable to retrieve this information, therefore no information held.

Q7

Norfolk Constabulary would treat an emergency call from outside of the force area like any normal 999 call. An incident would be created and details obtained and then staff would look to quickly pass the incident over to the relevant force by phone with a follow up email where required.

Locally Norfolk borders Suffolk and Cambridge and all three forces use the same incident recording system which facilitates the immediate transmission of an incident electronically.