



NORFOLK
CONSTABULARY
Our Priority is You

November 2017

Freedom of Information Request Reference N^o: FOI 006641/17

I write in connection with your request for information received by Norfolk Constabulary on the 28th September 2017 in which you sought access to the following information:

- 1 Please provide, for the period between 1 January 2017 and 31 August 2017, 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 Please provide average weekly and monthly response times per borough (time elapsed between call to 999 to arrival of officer or relevant equivalent on the scene or location of caller) for all requests falling under category 1).

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.

Response to your Request

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

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

Research has been undertaken of incident reports created by the Contact and Control Room which have an opening code of 'CR15 – Hate Crime'. Additionally, we have also included incidents which have been given one of the following qualifiers:-

- H2 Hate – Disability
- H5 Hate – Racial
- H6 Hate – Religion/Belief
- H7 Hate – Transgender
- H8 Hate – Sexual Orientation
- H9 Hate – Other

Any duplicate reports have been removed from the figures. The information relates to 999 calls only.

2017								
Month	A Rural	A Urban	B	C	CCR Resolution	D	Diary	Total
Jan	0	6	6	0	0	0	3	15
Feb	1	7	0	2	1	1	2	14
Mar	1	11	16	8	2	0	5	43
Apr	1	7	11	5	0	1	3	28
May	3	13	13	4	1	0	7	41
Jun	4	10	13	4	0	0	2	33
Jul	1	4	8	2	0	1	2	18
Aug	2	16	9	0	2	0	3	32
Grand Total	13	74	76	25	6	3	27	224

2017								
Month	Kings Lynn	Breckland	North Norfolk	South Norfolk	Broadland	Norwich	Gt Yarmouth	Total
Jan	5	0	0	0	0	6	4	15
Feb	2	3	0	2	0	5	2	14
Mar	2	6	0	3	5	21	6	43
Apr	9	2	0	1	2	6	8	28
May	2	5	2	2	2	21	7	41
Jun	6	3	0	2	5	14	3	33
Jul	1	4	0	2	0	10	1	18
Aug	6	2	1	4	0	5	14	32
Grand Total	33	25	3	16	14	88	45	224

2017 (Grades A,B & C)	
Month	Monthly Average response time
Jan	00:11:51
Feb	00:09:42
Mar	00:25:31
Apr	00:14:35
May	00:09:47
Jun	00:11:29
Jul	00:20:54
Aug	00:06:51

2017 - Average response Times by District - (Grades A,B & C only)							
Month	Kings Lynn	Breckland	North Norfolk	South Norfolk	Broadland	Norwich	Gt Yarmouth
Jan	00:11:54	n/a	n/a	n/a	n/a	00:17:35	00:04:37
Feb	00:02:49	00:17:00	n/a	00:08:29	n/a	00:09:27	00:06:28

Mar	00:32:39	01:15:17	n/a	n/a	00:10:25	00:12:50	00:22:41
Apr	00:13:20	00:13:53	n/a	00:12:30	00:08:08	00:19:34	00:14:54
May	00:06:43	00:05:55	00:08:37	00:06:58	00:19:43	00:10:10	00:11:01
Jun	00:07:55	00:17:44	n/a	00:19:03	00:04:17	00:11:27	00:23:32
Jul	00:34:10	00:42:05	n/a	00:12:08	n/a	00:11:45	00:04:19
Aug	00:03:35	00:13:33	00:16:42	n/a	n/a	00:07:05	00:06:16