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Our Ref: FOI2018/06783

**REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/06783**

I write in connection with your request for information received on 23rd November. I note you seek access to the following information:

**Q1) 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?**

**Q2) 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?**

**Q3) 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.**

I am required by the Freedom of Information Act 2000 (The Act) to handle all requests in a manner that is blind to the identity of the requestor. Any information released in response to a request is regarded as being published and therefore, in the public domain without caveat.

Following enquiries within the Constabulary please see our response below.

**Response**

**Q1** – Please see the below table detailing the information you have requested.

	2016/17	2017/18
<b>999</b>	1216	5648
<b>101</b>	21623	60311

**Q2** – Please see the below table detailing the information you have requested.

	2016/17	2017/18
<b>999</b>	6 sec	12 sec
<b>101</b>	25 sec	1 min 25 sec

**Q3** – Please see the below table detailing the information you have requested.

	2016/17	2017/18
<b>999</b>	4 min 10 sec	8 min 24 sec
<b>101</b>	53 min 25 sec	59 min 58 sec

The numerical data presented in this response is an un-audited snapshot of un-published data sourced from "live" systems and is subject to the interpretation of the original request by the individual extracting the data.

Should you have any further enquiries concerning this matter please do not hesitate to contact me quoting the above reference number.

Yours sincerely

James Hodson  
Information Rights

Hertfordshire Constabulary provides you the right to request an independent review of this response under its review procedure. If you require such a review you must notify us within two months from the date of this letter. After lodging a complaint with Hertfordshire Constabulary if you are still dissatisfied with the decision you may make an application to the Information Commissioner. For information on how to make a complaint please visit their website at <https://ico.org.uk/concerns/> or contact them on 0303 123 1113.