



James Hodson
Information Rights
Bedfordshire Police Headquarters,
Woburn Road, Kempston,
Bedford, MK43 9AX

Telephone: 01234 842547
Email: foi@herts.pnn.police.uk

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Our Ref: FOI2018/00195

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/00195

I write in connection with your request for information received on 12th January. I note you seek access to the following information:

1. How many alarm response emergency calls did Hertfordshire Constabulary receive in the following 12 month periods, or whatever measurable 12 month period the force uses to record such data; a. January 2017 – December 2017 b. January 2016 – December 2016 c. January 2015 – December 2015 2. How many of these calls were false alarms, or required no police action, for each period of data given? 3. What is the cost to Hertfordshire Constabulary to respond to an alarm response emergency call?

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 – The number of alarm response emergency calls received in –

2015 4347
2016 3974
2017 4148

Q2 – Without looking at the details of each incident it is not possible to state how many of these calls were a false alarm. (I estimate that it would take approximately 56 weeks to obtain this information which is well outside the 18 hour limit.) However we do have a record of the number that were resolved without the need to send a police officer. Some of these would have been false alarms, some may have been resolved by a police officer without a visit, and others simply resolved over the phone. These are –

2015 773
2016 680
2017 666

Q3 – This information is not held by Hertfordshire Constabulary.

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.