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Our Ref: FOI2017/01805

**REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2017/01805**

I write in connection with your request for information received on 21st December. I note you seek access to the following information:

**Please may I have information for the purposes of academic research any information available relating to your: Call centre calls for 999 Emergency Calls and 101 Non Emergency Calls? For a wider time period (number of years) as you are able to provide. I would ideally like this on a daily resolution however if this is not available (within the timeframe or cost element of the FOI act) then weekly or monthly would be more than acceptable. Information which would be helpful would be Total Volume of Calls, and if accessible Answer Time and Abandoned Phone Calls, any other information stored at source would also be welcome for example Abandoned Phone Calls after X time (Various police forces have numerous metrics).**

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** – Please see the attached document attached to your email.

**Attachment** - FOI2017 01805 Annexe A

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.