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Our Ref: FOI2018/02720

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/02720

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

I refer to FOI2018/00848. I note you have given average waiting time. Would you please update to the latest available data together with a frequency distribution both for answered calls and abandoned calls.

Clarification sought from Cambridgeshire Constabulary:

We have started to consider your request, however we require further information before we are able to proceed.

- 1. Do you require data specifically for 101/999 calls that have been a) received b) abandoned and c) average waiting times?**
- 2. Can you specify the time period you require this data for?**
- 3. Can you clarify what you require when you refer to 'frequency distribution'?**

Reply from Requestor:

A time period of the most twelve months would suffice.

The average time does not, of course, indicate the range of times so I would therefore like to have a breakdown in convenient time bands. If available by minute intervals that would be fine. I am happy to take a data dump and place into bands of my choosing according to the range of values. I am aware that some calls have taken in excess of 30 minutes to be answered by a call-handler so there will be outliers.

I am specifically interested in 101 calls broken down into answered and abandoned.

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 – The information you have requested is not centrally recorded. Hertfordshire Constabulary's telephony system does not store data relating to individual telephone calls, but aggregates them into time bands.

For instance for data less than 17 weeks old the time bands are 15 minutes and for data greater than 17 weeks but less than 27 weeks old the time bands are one day.

Therefore in one 15 minute period the average waiting time may be given as 60 seconds for 30 calls for example. There may be calls within the 15 minutes that have been answered in 5 seconds or 15 minutes, however we cannot identify them individually. As a result we cannot produce any frequency distributions in relation to your request.

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.