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Our Ref: FOI2018/06234

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/06234

I write in connection with your request for information received on 30th October. I note you seek access to the following information:

Under the Freedom of Information Act 2000, I request the following information from the police force:

Q1) How many calls has the force had on New Year's Eve for the following periods:

2013 into 2014
2014 into 2015
2015 into 2016
2016 into 2017
2017 into 2018

Q2) How many calls has the force had before 5am on New Year's Day for the following periods:

2013 into 2014
2014 into 2015
2015 into 2016
2016 into 2017
2017 into 2018

Q3) I would also like to know the average number of calls a day for each of the years above in order to compare.

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.

Years	Number of calls
2013 into 2014	1310
2014 into 2015	1039
2015 into 2016	1304
2016 into 2017	1091
2017 into 2018	971

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

Years	Number of calls
2013 into 2014	407

2014 into 2015	365
2015 into 2016	350
2016 into 2017	342
2017 into 2018	380

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

Year	Number of calls
2013/14	1678
2014/15	1590
2015/16	1545
2016/17	1614
2017/18	1567

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.