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26th November 2018

Our Ref: FOI2018/06297

**REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/06297**

I write in connection with your request for information received on 1st November. 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 101 calls went unanswered in the following periods?**

2016-17  
2017-18  
2018-19

**Q2) How many 101 calls were abandoned in the following periods?**

2016-17  
2017-18  
2018-19

**Q3) How many 101 calls were there in total in the following periods?**

2016-17  
2017-18  
2018-19

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** – This is the same number as abandoned

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

Year	Number of 101 calls were abandoned
2016-17	15250
2017-18	48672
2018-19 (April to September)	32691

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

Year	Total Number of 101 calls
2016-17	369699
2017-18	410051
2018-19 (April to September)	196770

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.