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Our Ref: FOI2018/05068

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/05068

I write in connection with your request for information received on 10th September. I note you seek access to the following information:

1. What is the average call time to be answered for 101 calls in Herts Police force, during 2017/18, or the latest full year figures available? 2. If possible, please provide the previous year available too. 3. What was the longest call wait time before it was answered for both years? 4. How many calls hang up before they are answered? (again for both years if possible).

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 Excel spreadsheet attached to your email.

Attachment – FOI2018 05068 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.