

Our Ref: 006999/17



**Freedom of Information Section**  
Nottinghamshire Police HQ  
Sherwood Lodge, Arnold  
Nottingham NG5 8PP

**Tel:** 101  
**Ext** 800 2507  
**Fax:** 0115 967 2896

03 October 2017

Dear

**Request under the Freedom of Information Act 2000 (FOIA)**

I write in connection with your request for information, which was received by Nottinghamshire Police on 12/09/2017.

Following receipt of your request searches were conducted within Nottinghamshire Police to locate the information you require.

**RESPONSE**

Under S 1 (1) (a) of the Freedom of Information Act 2000 (FOIA), I can confirm that Nottinghamshire Police does hold the information you have requested.

Please find below answers to your questions:-

***1) The total number of 999 calls received by your police force in each individual sequential year 2010, 2011, 2012, 2013, 2014, 2015 and 2016.***

Year	999 Calls Received
2010	220,929
2011	220,480
2012	200,308
2013	199,806
2014	183,662
2015	175,156
2016	183,187



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**2) For those 999 calls where a/or police officer(s) were subsequently deployed from your force, what was the average time from the call being received in your control room, to the officer(s) reaching their deployment destination, in each individual sequential year 2010, 2011, 2012, 2013, 2014, 2015 and 2016. Please note I am seeking an average time which relates to all calls where a deployment was subsequently made by your force.**

Year	Average time to Respond (mins)
2010	126
2011	185
2012	258
2013	272
2014	277
2015	307
2016	330

**3) For those 999 calls which your force gave the highest severity of classification to, and where subsequently a/or police officer(s) were deployed, what was the average time from the call being received in your control room, to the officer(s) reaching their deployment destination, in each individual sequential year 2010, 2011, 2012, 2013, 2014, 2015 and 2016.**

Year	Average time to Respond (mins)
2010	13
2011	16
2012	12
2013	14
2014	12
2015	13
2016	13

**4) For those 999 calls which your force gave the highest severity of classification to, what was the operational target time as of December 31st in 2010, 2011, 2012, 2013, 2014, 2015 and 2016, for a/or officer(s) to reach their deployment destination, from the point at which the call was received in your control room.**

For all of the above years, the forces response target time was to achieve attendance within 15 minutes for any incident defined as being in an urban area

Data provided is from 1st January 2010 - 31st December 2016

Data for response times has been based on incidents where we are able to identify the call source as a 999 call

Please Note:- This data has been extracted from a live Command & Control system

and may be subject to change

Source:- Performance & Insight 21/09/2017

### **Complaints Rights**

Your attention is drawn to the enclosed review procedure, which details your right of complaint.

### **Copyright**

Nottinghamshire Police in complying with their statutory duty under Sections 1 and 11 of the Freedom of Information Act 2000 (FOIA) to release the enclosed information will not breach the Copyright, Designs and Patents Act 1988. However, the rights of the copyright owner of the enclosed information will continue to be protected by law. Applications for the copyright owner's written permission to reproduce any part of the attached information should be addressed to the Force Solicitor, Nottinghamshire Police, Force Headquarters, Sherwood Lodge, Arnold, Nottinghamshire, NG5 8PP.

I would like to take this opportunity to thank you for your interest in Nottinghamshire Police.

Should you have any further enquiries concerning this matter, please write or contact the Freedom of Information Officer on telephone number 0115 9672507 or e-mail [freedomofinformation@Nottinghamshire.pnn.police.uk](mailto:freedomofinformation@Nottinghamshire.pnn.police.uk) quoting the above reference number.

Yours sincerely

**Disclosure Officer**

## **Are you dissatisfied with your response?**

Nottinghamshire Police has a duty to implement a complaints process in relation to Freedom of Information Act requests. If you are not content with our response, you may appeal, this process is known as an 'Internal Review'

Internal reviews are intended to be a fair and impartial means of reviewing the original request process.

You can appeal about your request if you:-

- Disagree with the Forces interpretation of your request;
- Believe the Force hold more information than has been disclosed to you;
- Disagree with the application of exemptions;

### **How do I appeal?**

All appeals should be made in writing and sent to:-

Information Management  
Nottinghamshire Police  
Force Headquarters  
Sherwood Lodge  
Arnold  
Notts  
NG5 8PP

or alternatively [freedomofinformation@nottinghamshire.pnn.police.uk](mailto:freedomofinformation@nottinghamshire.pnn.police.uk)

To deal with your appeal as quickly as possible please provide the unique identification number provided with your response and the reasons for your appeal.

Once we have received your request for appeal, your FOI response will be reviewed in full to identify any problems in the disclosure.

The review will be undertaken by someone different from, and preferably senior to, the original decision maker and this should be completed within 20 working days from receipt, in exceptional circumstances it may be extended by a further 20 working days.

### **What if I'm still not satisfied?**

You can appeal to the Information Commissioner. You can contact the Information Commissioner Office at the following:-

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

E-mail: [casework@ico.org.uk](mailto:casework@ico.org.uk)