



Geneen Bill
Information Rights
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4th January 2019

Our Ref: FOI2018/06964

Dear Requestor

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/06964

I write in connection with your request for information received on 4th December. I note you seek access to the following information:

For the years 2015, 2016, 2017, and 2018 (01 Jan- 31 Dec, or 01 Jan - 01 Dec for 2018) please could you provide me with the following:

- 1. The number 999 calls to your police force for each of the years above**
- 2. The number of 101 calls to your police force for each of the years above**
- 3. The number of abandoned 999 calls to your police force for each of the years above**
- 4. The number of abandoned 101 calls to your police force for each of the years above**
- 5. The number of inappropriate/misplaced (however you classify it) 999 calls to your police force for each of the years above.**
- 6. The number of Hoax 999 calls (deliberate or malicious) made to your force for each of the years above**
- 7. A list of the subjects of inappropriate/misplaced/improper calls (q5) made in 2018 (if held).**

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.

Response - Following enquiries within the Force please see our response below.

1. 2015 83275
2016 90842
2017 103523
2018 117109
2. 2015 316079
2016 364359
2017 384977
2018 314477
3. 2015 1552
2016 1219
2017 3776
2018 7289
4. 2015 14685
2016 12961

2017 20570
2018 33385

5. No information held.

6. Category Hoax/Abandoned call –

2015 8086
2016 8885
2017 9875
2018 11477

7. No information held.

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

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Bedfordshire Police 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 Bedfordshire Police 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.