



Gary Maxey  
Information Rights  
Bedfordshire Police Headquarters,  
Woburn Road, Kempston,  
Bedford, MK43 9AX

Telephone: 01234 842547  
Email: [foi@bedfordshire.pnn.police.uk](mailto:foi@bedfordshire.pnn.police.uk)

20th March 2019

Our Ref: FOI2019/01249

Dear Requestor

**REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2019/01249**

I write in connection with your request for information received on 20th February. I note you seek access to the following information:

1. **What was the average response time (Grade 1-4) for 999 calls in the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18.**
2. **How many 999 calls were received (Grade 1-4) in the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18**
3. **Is there a target time for officers to respond to the highest priority calls (Grade 1/ P1)? If so please specify what this is.**
4. **How many of the highest priority calls (Grade 1/P1) had a response time exceeding 12 minutes for the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18**
5. **How many of the highest priority calls (Grade 1/P1) had a response time exceeding 15 minutes for the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18**
6. **How many of the highest priority calls (Grade 1/P1) had a response time exceeding 30 minutes for the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18**
7. **How many of the highest priority calls (Grade 1/P1) had a response time exceeding 60 minutes for the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18**

**Note: by "response time" I mean the time from a 999 call being made to an officer attending.**

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.

2013/14	26m 39s
2014/15	27m 49s
2015/16	25m 53s
2016/17	28m 41s
2017/18	32m 36s

2.

2013/14	91,683
2014/15	83,347
2015/16	85,246
2016/17	93,924

<b>2017/18</b>	<b>105,040</b>
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**3. No**

**4.**

<b>2013/14</b>	<b>11,613</b>
<b>2014/15</b>	<b>14,639</b>
<b>2015/16</b>	<b>31,894</b>
<b>2016/17</b>	<b>41,795</b>
<b>2017/18</b>	<b>45,164</b>

**5.**

<b>2013/14</b>	<b>8,398</b>
<b>2014/15</b>	<b>11,269</b>
<b>2015/16</b>	<b>26,830</b>
<b>2016/17</b>	<b>36,7612</b>
<b>2017/18</b>	<b>40,779</b>

**6.**

<b>2013/14</b>	<b>2,012</b>
<b>2014/15</b>	<b>3,467</b>
<b>2015/16</b>	<b>12,643</b>
<b>2016/17</b>	<b>20,822</b>
<b>2017/18</b>	<b>25,860</b>

**7.**

<b>2013/14</b>	<b>510</b>
<b>2014/15</b>	<b>1,070</b>
<b>2015/16</b>	<b>5,596</b>
<b>2016/17</b>	<b>10,561</b>
<b>2017/18</b>	<b>15,017</b>

For the purpose of the searches "Response time" is defined as – 'from the time a 999 call is made to an officer attending'.

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

Gary Maxey  
Information Rights

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.