

Thank you for your email of 25 April 2012 in which you requested information about 999 calls to Police and Fire Control.

Your request asked for the following:

- 1) The number of emergency 999 calls made to Police control rooms across the country in 2010/2011.
- 2) The number of emergency 999 calls made to Police control rooms across the country in 2005/2006.
- 3) The number of emergency 999 calls made to Police control rooms across the country in 2000/2001.
- 4) The number of emergency 999 calls made to Fire control rooms across the country in 2010/2011.
- 5) The number of emergency 999 calls made to Fire control rooms across the country in 2005/2006.
- 6) The number of emergency 999 calls made to Fire control rooms across the country in 2000/2001.

I have considered your request under the terms of the Freedom of Information Act 2000. I confirm that the Department holds some of the information that you have requested, and I am able to supply it to you.

A copy of the information for 2000-01 and 2005-06 emergency calls to Fire and Rescue Services in England is enclosed.

However, this information is held centrally only for periods up to 2009-10. Following the consultation on fire and rescue service non-financial annual returns, a summary of which can be found at <http://www.communities.gov.uk/publications/fire/frsandfosisummaryofresponses>, Fire and Rescue Services are no longer asked to provide returns of numbers of emergency calls. Therefore 2010/11 data is not available.

As previously advised, DCLG does not hold information on 999 calls to Police control rooms. However, we believe it may be held by the Home Office, and we recommend that you contact them with your request. They can be contacted at FoIRequests@homeoffice.gsi.gov.uk.