

19th September 2018

Freedom of Information Request – Reference No:20181682

REQUEST

I would appreciate if you could supply me with the following information for the period of August 2017 to August 2018:

- 1. The total number of 999 calls for that month within the stated period. The total number of 101 calls for that month within the stated period.***
- 2. The total number of 999 that were abandoned each month within the stated period. The total number of 101 calls that were abandoned each month within the stated period.***
- 3. The average number of minutes prior to callers abandoning the call to 999 within the stated period, broken down by month. The average number of minutes prior to callers abandoning the call to 101 within the stated period, broken down by month.***
- 4. The force's waiting time targets for each month in the stated period.***
- 5. The number of calls, broken down by 999 and 101, that missed this target each month in the stated period.***
- 6. The average waiting time for calls to 999 for that particular month within the stated period. The average waiting for calls to 101 for that particular month within the stated period.***
- 7. The longest waiting time for a call to 999 for that particular month. The longest waiting time a call to 101 for that particular month.***
- 8. The average call length for a call to 999 for that particular month within the stated period. The average call length for a call to 101 for that particular month within the stated period.***

RESPONSE

I approached our Performance & Governance Department for assistance with your request. A Performance Review Officer in the unit has provided me with the attached spreadsheet to assist with your request.