

- 1) **Please state the number of**
a) **999 calls**
b) **101 calls**

received by your force's control room from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month.

Answer:

Month	No. of 999 Calls for Service	No, of 101 Calls for Service
Jan-16	46,135	76,248
Feb-16	43,499	76,425
Mar-16	49,928	82,024
Apr-16	46,772	76,400
May-16	52,718	84,307
Jun-16	54,435	89,262
Jul-16	60,432	94,722
Aug-16	59,323	91,886
Sep-16	57,400	93,691
Oct-16	60,438	90,793
Nov-16	53,788	85,093
Dec-16	56,999	77,335
Jan-17	52,648	84,238
Feb-17	51,153	80,555
Mar-17	59,225	93,179
Apr-17	59,013	82,248
May-17	62,238	92,777
Jun-17	63,919	98,059

- 2) **Please state the number of**
 a) **999 calls**
 b) **101 calls**

that were abandoned or terminated before being answered by an operator in your force's control room from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month.

Answer:

Month	No. of 999 Calls Abandoned	No. of 101 Calls Abandoned
Jan-16	441	4,893
Feb-16	556	6,416
Mar-16	1,027	9,177
Apr-16	635	4,925
May-16	730	8,967
Jun-16	755	12,725
Jul-16	1,318	21,612
Aug-16	1,926	22,638
Sep-16	2,058	24,818
Oct-16	2,565	22,093
Nov-16	998	21,066
Dec-16	1,382	19,321
Jan-17	1,121	22,769
Feb-17	1,137	25,855
Mar-17	1,056	31,632
Apr-17	1,388	23,957
May-17	742	27,635
Jun-17	856	30,485

- 3) **Please state the waiting time targets for your force for**
 a) **999 calls**
 b) **101 calls**

Answer:

999 answer delay service level agreement is 90% of all calls answered in 10 seconds.
 101 answer delay service level agreement is 90% of all calls in 30 seconds.

- 4) **Please state the number of**
 a) **999 calls**
 b) **101 calls**

that breached your force's waiting time targets from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month.

Answer:

Month	No. of 999 Calls Abandoned after Threshold	No. of 101 Calls Abandoned after Threshold
Jan-16	292	4,067
Feb-16	393	5,403
Mar-16	876	7,922
Apr-16	489	4,087
May-16	597	7,773
Jun-16	593	11,063
Jul-16	1,147	19,333
Aug-16	1,752	20,420
Sep-16	1,896	22,333
Oct-16	2,367	19,792
Nov-16	847	18,873
Dec-16	1,193	17,494
Jan-17	978	20,442
Feb-17	980	23,535
Mar-17	898	28,828
Apr-17	1,183	21,705
May-17	571	24,815
Jun-17	673	27,666

- 5) **Please state the 95th percentile waiting time for**
 a) **999 calls**
 b) **101 calls**

received by your force's control room. Please provide information from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month.

Answer:

Date	95th Percentile wait for 999	95th Percentile wait for 101
Jan-16	05m46s	15m48s
Feb-16	05m37s	15m46s
Mar-16	05m47s	16m33s
Apr-16	06m03s	16m18s
May-16	06m07s	16m20s
Jun-16	05m57s	16m09s
Jul-16	06m02s	16m42s
Aug-16	06m06s	16m15s
Sep-16	06m13s	17m09s
Oct-16	06m20s	17m38s
Nov-16	06m37s	17m44s
Dec-16	06m48s	18m01s
Jan-17	07m21s	17m30s
Feb-17	07m03s	17m31s
Mar-17	07m13s	17m51s
Apr-17	07m58s	18m01s
May-17	07m43s	18m07s
Jun-17	08m03s	17m57s

- 6) **The number of 999 calls that came from outside of the West Midlands Police Force area from January 2017- June 2017.**

Please break the number of calls down by calendar month.

Answer:

*These are 999 calls since Jan 2017 where the call came in on the Emergency 999 line, via a landline number where the area code of the phone number is obtainable. Mobiles have been excluded in light of the above part of this explanatory note.

Area Codes	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Grand Total
Border of WMP Force Area	106	90	105	105	131	112	649
Outside WMP Force Area	38	62	54	56	86	109	405
Unknown	149	179	181	165	228	201	1103
Grand Total	293	331	340	326	445	422	2157

7) Please provide a copy of your forces guidance for answering calls from outside your force area. Please include a copy of any guidance explaining why your force might receive these calls.

Answer:

West Midlands Police adhere to the 'Code of Practice for The Public Emergency Call Service (PECS) Between Communication.'

Section 10 and section 4 relate to our requirements dealing with other force calls.

This publication is available to view via the following link:

[http://dclg.ptfs-europe.com/AWData/Library1/Departmental%20Publications/Office%20of%20the%20Deputy%20Prime%20Minister/2003/Code%20of%20practice%20for%20the%20public%20emergency%20call%20services%20\(PECS\).pdf](http://dclg.ptfs-europe.com/AWData/Library1/Departmental%20Publications/Office%20of%20the%20Deputy%20Prime%20Minister/2003/Code%20of%20practice%20for%20the%20public%20emergency%20call%20services%20(PECS).pdf)