CLARIFICATION

For the avoidance of any doubt when I refer to "response" in Q2 and Q3 what I am seeking is the time between the call being made and the call being answered by a handler, NOT the time between the call being made and the time when the police provide a physical response to the incident/emergency.

REQUEST

1) In each of the last two financial years (18/19) and (19/20) how many calls to (a) 999 and (b) 101 were recorded as NOT having been answered?

999		101	
2018-2019	9296	2018-2019	154673
*2019-2020	17292	*2019-2020	182619

The figures provided are for abandoned calls, this means the caller puts the phone down before we have chance to answer it.

2) In each of the last two financial years (18/19) and (19/20) what was the average time for a response to be made to a (a) 999 and (b) a 101 call?

999		101	
2018-2019	09s	2018-2019	03m36s
*2019-2020	12s	*2019-2020	03m48s

3) In each of the last two financial years (18/19) and (19/20) what was the longest time it took for a caller to get a response to a (a) 999 and (b) a 101 call? For each example state the date of the call and how long it took to be answered.

999		101	
2018-2019	09m03s	2018-2019	3h10m33s
*2019-2020	10m21s	*2019-2020	3h21m49s

it's important to note that this period includes data when the force were dealing with the impact of the COVID-19 virus and Lockdown measures / restrictions.