

REQUEST REFERENCE: 4821/14

Subject: Call Handling performance for the last calendar year, 2013 (00:00 1st Jan 2013 to 23:59 31st Dec 2013).

Could I get the following statistics broken down for both your 999/Emergency Calls and your 101/Non-Emergency Calls (If possible, could this information be broken down in monthly totals, If that is not possible then could the total figures for the year be provided):

a) Total calls offered

See Tables 1 & 2 Below

b) Total calls answered

See Tables 1 & 2 Below

c) Performance achieved against any force targets (e.g. 80% of calls answered in 30 secs)

See Tables 1 & 2 Below

d) Average speed to answer

Emergency - Average speed to answer the Emergency primary line is 6 seconds.

Non-Emergency - The Switchboard Average Answer Delay was 11 seconds pre launch of the new Non emergency call centres in November 2013. Post go live the average answer delay is 18 seconds.

TABLE 1

Emergency					
Month	Calls Answered in Service Level*	Total Calls Offered	Call Delays After Threshold	Total Calls Answered	Calls Answered in Service Level*
Jan-13	46,521	49,007	225	48,781	94.93%
Feb-13	41,481	43,919	242	43,677	94.45%
Mar-13	45,925	49,200	397	48,803	93.34%
Apr-13	45,610	49,022	431	48,591	93.04%
May-13	48,349	51,929	365	51,564	93.11%
Jun-13	48,560	53,337	482	52,851	91.04%
Jul-13	54,382	60,735	826	59,910	89.54%
Aug-13	52,448	59,023	773	58,250	88.86%
Sep-13	47,504	51,560	395	51,164	92.13%
Oct-13	48,823	53,505	545	52,959	91.25%
Nov-13	44,769	49,263	786	48,477	90.88%
Dec-13	45,320	49,064	663	48,397	92.37%

*Emergency Service Level = 10 Seconds

TABLE 2

Non-Emergency					
Month	Total Answered in Service Level	Total Calls Offered	No. of Abandoned	Total Calls Answered	Calls Answered in Service Level
Jan-13	96,637	111,191	2,670	108,521	86.91%
Feb-13	81,085	105,847	4,955	100,892	76.61%
Mar-13	83,509	112,699	5,564	107,135	74.10%
Apr-13	92,995	113,703	4,118	109,585	81.79%
May-13	108,392	117,884	3,306	114,578	91.95%
Jun-13	106,386	117,301	2,042	115,261	90.69%
Jul-13	113,147	133,772	3,801	129,976	84.58%
Aug-13	102,237	121,049	3,339	117,714	84.46%
Sep-13	95,583	118,781	4,586	113,805	80.47%
Oct-13	91,637	118,350	5,382	112,959	77.43%
Nov-13	73,693	108,333	8,838	99,495	68.02%
Dec-13	67,353	92,926	6,744	86,182	72.48%

*Non-Emergency Service Level = 30 seconds