

REQUEST

1. How many 101 calls have gone unanswered in each of the last 36 months for which figures are available?

2. What was the average time taken to answer calls in each of the last 36 months for which figures are available?

3. Incidents attended with mental health qualifier, in each of the last 36 months for which figures are available?

| | | QUESTION 1 | QUESTION 2 | QUESTION 3 |
|------|-----|---------------------|----------------------------|--------------------------------------|
| | | Abandoned 101 Calls | Average Call Handling Time | Incidents attended with MH Qualifier |
| 2014 | Oct | 4717 | 03:40 | 1421 |
| | Nov | 4887 | 03:36 | 1413 |
| | Dec | 2306 | 03:33 | 1308 |
| 2015 | Jan | 2422 | 03:35 | 1442 |
| | Feb | 2509 | 03:33 | 1369 |
| | Mar | 4194 | 03:30 | 1550 |
| | Apr | 5995 | 03:35 | 1440 |
| | May | 7377 | 03:39 | 1553 |
| | Jun | 12834 | 03:41 | 1632 |
| | Jul | 11958 | 03:42 | 1728 |
| | Aug | 7694 | 03:37 | 1658 |
| | Sep | 6393 | 03:37 | 1501 |
| | Oct | 6901 | 03:40 | 1600 |
| | Nov | 5515 | 03:40 | 1544 |
| | Dec | 4120 | 03:43 | 1552 |
| 2016 | Jan | 4893 | 03:45 | 1621 |
| | Feb | 6416 | 03:44 | 1505 |
| | Mar | 9177 | 03:51 | 1575 |
| | Apr | 4925 | 03:49 | 1520 |
| | May | 8967 | 03:49 | 1664 |
| | Jun | 12725 | 03:52 | 1694 |
| | Jul | 21612 | 03:58 | 1677 |
| | Aug | 22638 | 03:56 | 1570 |
| | Sep | 24818 | 04:04 | 1458 |
| | Oct | 22093 | 04:09 | 1481 |
| | Nov | 21066 | 04:12 | 1370 |
| | Dec | 19321 | 04:16 | 1437 |
| 2017 | Jan | 22769 | 04:18 | 1462 |
| | Feb | 25855 | 04:23 | 1182 |

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|--|------------|-------|-------|------|
| | Mar | 31632 | 04:27 | 1480 |
| | Apr | 23957 | 04:33 | 1432 |
| | May | 27635 | 04:37 | 1596 |
| | Jun | 30485 | 04:38 | 1702 |
| | Jul | 23745 | 04:38 | 1726 |
| | Aug | 13293 | 04:36 | 1686 |
| | Sep | 10556 | 04:46 | 1535 |

4. Who handles the calls? Is it a public or private sector provider?

All calls are handled by West Midlands Police staff