

Request Reference: 19677/18

Q1. How many 101 calls went unanswered in the following periods?

2016-17

2017-18

2018-19

Q1 Answer:

101 Calls - Unanswered	
Year	Total
2016-17	0
2017-18	0
2018-19*	0

*to 31 October

Q2. How many 101 calls were abandoned in the following periods?

2016-17

2017-18

2018-19

Q2 Answer:

101 Calls - Abandoned	
Year	Total
2016-17	361,267
2017-18	318,483
2018-19*	255,061

*to 31 October

Q3. How many 101 calls were there in the following periods?

2016-17

2017-18

2018-19

Q3 Answer:

101 Calls - Total	
Year	Total
2016-17	1,500,265
2017-18	1,343,861
2018-19*	763,255

*to 31 October