

## REQUEST

Please can you provide the following:

**1. What was the average response time (Grade 1-4) for 999 calls in the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18.**

Please note, the current response grades (P1 etc.) were introduced with TS1 in October 2016. Prior to October 2016, calls were graded as follows: Immediate – within 15 minutes Early – within 60 minutes Routine – within 48 hours Therefore the data below for response times has been provided post and pre TS1.

Average Response time for 999 calls	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Immediate/ P1	10m39s	10m09s	10m21s	10m22s	10m55s	12m42s	18m58s
Early/ P2	55m18s	42m42s	48m15s	49m51s	56m12s	01h44m43s	08h48m30s
Grade 3/ P3						09h26m43s	22h19m06s
Grade 4/ P4						1d	1d
						07h29m30s	22h32m17s

**2. How many 999 calls were received (Grade 1-4) in the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18**

<b>Total Number of 999 Calls</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
P1/Immediate	97836	90998	95946	99170	97541	108078	131320
P2/Early	97527	84989	80579	79456	77827	73083	63714
Grade 3/ P3						10400	29635
Grade 4/ P4						4795	3785

**3. Is there a target time for officers to respond to the highest priority calls (Grade 1/ P1)? If so please specify what this is.**

Target time for Officers to Respond to P1 Grade incident is 15 minutes

**4. How many of the highest priority calls (Grade 1/P1) had a response time exceeding 12 minutes for the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18**

<b>Immediate/P1 Response Times Exceeding 12 minutes</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Immediate	21716	23023	26810	29131	32274	27636	
Grade 1/ P1						18469	82671

\*Until 28/11/2016

\*from 28/11/2016

**5. How many of the highest priority calls (Grade 1/P1) had a response time exceeding 15 minutes for the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18**

<b>Immediate/P1 Response Times Exceeding 15 minutes</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Immediate	11988	12140	13906	14403	16417	15202	
Grade 1/ P1						11326	56973

\*Until 28/11/2016

\*from 28/11/2016

6. How many of the highest priority calls (Grade 1/P1) had a response time exceeding 30 minutes for the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18

Immediate/P1 Response Times Exceeding 30 minutes	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	
Immediate	2680	2322	2584	2531	2873	2884		*Until 28/11/2016
Grade 1/ P1						2331	14469	*from 28/11/2016

7. How many of the highest priority calls (Grade 1/P1) had a response time exceeding 60 minutes for the following years: 2011/12, 2012/13, 2013/15, 2014/15, 2015/16, 2016/17, 2017/18

Note: by "response time" I mean the time from a 999 call being made to an officer attending.

Immediate/P1 Response Times Exceeding 60 minutes	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	
Immediate	798	597	708	610	769	855		*Until 28/11/2016
Grade 1/ P1						716	4371	*from 28/11/2016

. \*P grades came in November 28th 2016