

**999 AND 101 CALLS RECEIVED BY THE FORCE CONTROL ROOM BETWEEN 1/4/2016 - 31/3/2019**

1. Please state the number of 999 calls received by your force's control room.

Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).

'999 Calls - Financial Year:-

DATE	TOTAL
Apr-16	46772
May-16	52718
Jun-16	54435
Jul-16	60432
Aug-16	59323
Sep-16	57400
Oct-16	60438
Nov-16	53788
Dec-16	56999
Jan-17	52648
Feb-17	51153
Mar-17	59225

DATE	TOTAL
Apr-17	59013
May-17	62238
Jun-17	63919
Jul-17	65147
Aug-17	61538
Sep-17	58539
Oct-17	62722
Nov-17	55490
Dec-17	56520
Jan-18	53569
Feb-18	49163
Mar-18	56490

DATE	TOTAL
Apr-18	56394
May-18	64705
Jun-18	66994
Jul-18	74975
Aug-18	66081
Sep-18	65100
Oct-18	65534
Nov-18	60342
Dec-18	62326
Jan-19	57753
Feb-19	56350
Mar-19	63699

2. Please state the number of 101 calls received by your force's control room.

Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).

101 Calls - Financial Year:-

DATE	TOTAL
Apr-16	111364
May-16	122630
Jun-16	129529
Jul-16	135401
Aug-16	130790

DATE	TOTAL
Apr-17	117151
May-17	131378
Jun-17	137076
Jul-17	130338
Aug-17	113318

DATE	TOTAL
Apr-18	97226
May-18	115525
Jun-18	118873
Jul-18	124858
Aug-18	106575

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Sep-16	134408
Oct-16	129459
Nov-16	123024
Dec-16	110614
Jan-17	121802
Feb-17	116426
Mar-17	134818

Sep-17	107139
Oct-17	113111
Nov-17	105937
Dec-17	90072
Jan-18	103754
Feb-18	94894
Mar-18	99693

Sep-18	101296
Oct-18	98902
Nov-18	86799
Dec-18	77919
Jan-19	85393
Feb-19	73020
Mar-19	88876

3. Please state the waiting time targets for your force for

a) 999 calls and b) 101 calls

a) Waiting targets for 999 calls to be answered are 10 seconds

b) Waiting targets for 101 calls to be answered are 30 seconds

4. Please state the number of 999 calls that breached your force's waiting time targets.

Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).

<b>Total 999 Calls Breached Answering Target 2016-2017</b>	
<b>DATE</b>	<b>TOTAL</b>
Apr-16	3781
May-16	5279
Jun-16	5880
Jul-16	9532
Aug-16	10724
Sep-16	11173
Oct-16	11390
Nov-16	6119
Dec-16	8113
Jan-17	6919

<b>Breached Answering Target 2017-2018</b>	
<b>DATE</b>	<b>TOTAL</b>
Apr-17	9306
May-17	8218
Jun-17	9198
Jul-17	7333
Aug-17	7936
Sep-17	6456
Oct-17	9386
Nov-17	8170
Dec-17	5790
Jan-18	4478

<b>Breached Answering Target 2018-2019</b>	
<b>DATE</b>	<b>TOTAL</b>
Apr-18	4964
May-18	6628
Jun-18	8938
Jul-18	9696
Aug-18	9882
Sep-18	15244
Oct-18	15041
Nov-18	8213
Dec-18	6489
Jan-19	5578

**999 AND 101 CALLS RECEIVED BY THE FORCE CONTROL ROOM BETWEEN 1/4/2016 - 31/3/2019**

Feb-17	7974	Feb-18	4366	Feb-19	5548
Mar-17	8351	Mar-18	4898	Mar-19	7973

5. Please state the number of 101 calls that breached your force's waiting time targets. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).

<b>Total 101 Calls Breached Answering Target 2016-2017</b>		<b>Total 101 Calls Breached Answering Target 2017-2018</b>		<b>Total 101 Calls Breached Answering Target 2018-2019</b>	
<b>DATE</b>	<b>TOTAL</b>	<b>DATE</b>	<b>TOTAL</b>	<b>DATE</b>	<b>TOTAL</b>
Apr-16	19721	Apr-17	48174	Apr-18	27241
May-16	25897	May-17	58118	May-18	47942
Jun-16	36766	Jun-17	57898	Jun-18	51994
Jul-16	49295	Jul-17	55263	Jul-18	53926
Aug-16	52224	Aug-17	38696	Aug-18	48264
Sep-16	59292	Sep-17	32313	Sep-18	41038
Oct-16	52840	Oct-17	33847	Oct-18	39700
Nov-16	55255	Nov-17	30115	Nov-18	26641
Dec-16	41724	Dec-17	21480	Dec-18	19077
Jan-17	54531	Jan-18	33526	Jan-19	20133
Feb-17	53548	Feb-18	36787	Feb-19	18507
Mar-17	61367	Mar-18	36879	Mar-19	29119

6. Please state the number of 999 calls that were dropped or abandoned by your force's control room before they could be answered. Please breakdown the number of calls by 2019). calendar month and provide data from the last 3 years (1st April 2016 to 31st March

<b>Total 999 Calls Abandoned 2016-2017</b>	<b>Total 999 Calls Abandoned 2017-2018</b>	<b>Total 999 Calls Abandoned 2018-2019</b>

**999 AND 101 CALLS RECEIVED BY THE FORCE CONTROL ROOM BETWEEN 1/4/2016 - 31/3/2019**

DATE	TOTAL
Apr-16	514
May-16	632
Jun-16	636
Jul-16	1205
Aug-16	1809
Sep-16	1950
Oct-16	2431
Nov-16	897
Dec-16	1260
Jan-17	1018
Feb-17	1030
Mar-17	935

DATE	TOTAL
Apr-17	1245
May-17	629
Jun-17	733
Jul-17	571
Aug-17	766
Sep-17	575
Oct-17	766
Nov-17	527
Dec-17	530
Jan-18	252
Feb-18	220
Mar-18	297

DATE	TOTAL
Apr-18	312
May-18	425
Jun-18	641
Jul-18	696
Aug-18	746
Sep-18	1150
Oct-18	1234
Nov-18	499
Dec-18	718
Jan-19	464
Feb-19	312
Mar-19	530

7. Please state the number of 101 calls that were dropped or abandoned by your force's control room before they could be answered. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).

Total 101 Calls Abandoned 2016-2017	
DATE	TOTAL
Apr-16	7561
May-16	13168
Jun-16	18992
Jul-16	31880
Aug-16	34084
Sep-16	37858
Oct-16	33134
Nov-16	32516
Dec-16	29070

Total 101 Calls Abandoned 2017-2018	
DATE	TOTAL
Apr-17	35865
May-17	41448
Jun-17	44843
Jul-17	34626
Aug-17	23204
Sep-17	20981
Oct-17	22737
Nov-17	21221
Dec-17	14353

Total 101 Calls Abandoned 2018-2019	
DATE	TOTAL
Apr-18	11572
May-18	31464
Jun-18	44045
Jul-18	52158
Aug-18	38720
Sep-18	43383
Oct-18	33719
Nov-18	14901
Dec-18	10574

**999 AND 101 CALLS RECEIVED BY THE FORCE CONTROL ROOM BETWEEN 1/4/2016 - 31/3/2019**

Jan-17	34808	Jan-18	20362	Jan-19	9464
Feb-17	39697	Feb-18	21233	Feb-19	10677
Mar-17	48499	Mar-18	17610	Mar-19	22680

8. Please state the number of 999 calls to your force's control room that were first graded as emergency incidents i.e. Grade 1/I. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).

<b>Total 999 Calls Graded as Immediate (Pre TS1) 2016-2017</b>	
<b>DATE</b>	<b>TOTAL</b>
Apr-16	Not recorded
May-16	Not recorded
Jun-16	3234
Jul-16	12361
Aug-16	11798
Sep-16	10803
Oct-16	10855
Nov-16	8951

<b>Total 999 calls Graded as a P1 (POST TS1) 2016-2017</b>	
<b>DATE</b>	<b>TOTAL</b>
Nov-16	832
Dec-16	11357
Jan-17	10336
Feb-17	10028
Mar-17	11889

<b>Total 999 Calls Graded as P1 2017-2018</b>	
<b>DATE</b>	<b>TOTAL</b>
Apr-17	1681
May-17	1823
Jun-17	1749
Jul-17	2253
Aug-17	2073
Sep-17	2043
Oct-17	2133
Nov-17	1958
Dec-17	1902
Jan-18	1868
Feb-18	1621
Mar-18	1981

<b>Total 999 Calls Graded as P1 2018-2019</b>	
<b>DATE</b>	<b>TOTAL</b>
Apr-18	13810
May-18	16147
Jun-18	17147
Jul-18	19648
Aug-18	17507
Sep-18	16481
Oct-18	16086
Nov-18	14363
Dec-18	16126
Jan-19	14678
Feb-19	14432
Mar-19	15722

**Pre TS1, regrading for April and May 2016 were not recorded.**

9. Please state the number of 101 calls to your force's control room that were first graded as emergency incidents i.e. Grade 1/I Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).

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<b>Total 101 Calls Graded as Immediate (Pre TS1) 2016-2017</b>	
<b>DATE</b>	<b>TOTAL</b>
Apr-16	Not recorded
May-16	Not recorded
Jun-16	423
Jul-16	1524
Aug-16	1412
Sep-16	1344
Oct-16	1454
Nov-16	1304

<b>Total 101 calls Graded as a P1 (POST TS1) 2016-2017</b>	
<b>DATE</b>	<b>TOTAL</b>
Nov-16	137
Dec-16	1630
Jan-17	1504
Feb-17	1315
Mar-17	1514

<b>Total 101 Calls Graded as P1 2017-2018</b>	
<b>DATE</b>	<b>TOTAL</b>
Apr-17	1522
May-17	1629
Jun-17	1606
Jul-17	2012
Aug-17	1751
Sep-17	1823
Oct-17	1819
Nov-17	1728
Dec-17	1690
Jan-18	1868
Feb-18	1621
Mar-18	1981

<b>Total 101 Calls Graded as P1 2018-2019</b>	
<b>DATE</b>	<b>TOTAL</b>
Apr-18	2143
May-18	1942
Jun-18	1637
Jul-18	1483
Aug-18	1620
Sep-18	1401
Oct-18	1464
Nov-18	1539
Dec-18	1765
Jan-19	1775
Feb-19	1546
Mar-19	1582