

Request Reference: 1127A/20

**1. Please state the number of 999 calls received by your force's control room in the period 1st April 2019 to 31st October 2020. Please breakdown the number of calls by calendar month.**

Count of Emergency Calls received per month during the period 01 April 2019 to 31 October 2020:

Month	Year	
	2019	2020
Jan		60,105
Feb		59,841
Mar		66,965
Apr	61,191	50,474
May	64,388	56,767
Jun	65,270	58,233
Jul	70,427	65,278
Aug	66,970	69,322
Sep	62,837	60,706
Oct	64,330	60,637
Nov	59,941	
Dec	61,262	

**2. Please state the number of 101 calls received by your force's control room in the period 1st April 2019 to 31st October 2020. Please break down the number of calls by calendar month.**

Count of Non-Emergency Calls received per month during the period 01 April 2019 to 31 October 2020:

Month	Year	
	2019	2020
Jan		237,899
Feb		226,041
Mar		239,782
Apr	240,076	189,766
May	249,158	210,543
Jun	248,969	218,937
Jul	262,459	237,272
Aug	245,715	242,967
Sep	240,994	233,468
Oct	246,242	231,954
Nov	227,732	
Dec	220,183	

**3a. Does your force have a website facility for the public to report crimes and incidents? Please indicate if it is the Single Online Home system.**

Yes, we operate a website facility to report crimes and incidents. It is not the Single Online Home system

**3b. Please state the number of online crime/incident submissions received in the period 1st April 2019 to 31st October 2020? Please break down the number of submissions by calendar month.**

Count of online incident reports received per month during the period 01 April 2019 to 31 October 2020:

Month	Year	
	2019	2020
Jan		3,447
Feb		3,481
Mar		3,428
Apr	2,981	2,130
May	3,024	1,937
Jun	2,816	2,007
Jul	2,873	2,661
Aug	2,704	2,513
Sep	2,840	2,801
Oct	3,078	2,811
Nov	2,901	
Dec	2,713	

**4. How many webforms did your force receive in total from the public via the force website (total of all contact including crime/incident reporting and general contact etc.) in the period 1st April 2019 to 31st October 2020? Please break down the number of webforms by calendar month.**

This information is exempt by virtue of Section 12(1) - exceeds the appropriate limit (see covering letter for full details).

**5. How many external emails from the public were received by the force in the period 1st April 2019 to 31st October 2020? Please break down the number of emails by calendar month.**

This information is exempt by virtue of Section 12(1) - exceeds the appropriate limit (see covering letter for full details).

**6a. How many posts in total were made by the public on your force's social media channels in the period 1st April 2019 to 31st October 2020? Please break down the number of responses by calendar month and by platform e.g. Facebook, Twitter, Instagram etc.**

See following table

Month-Year	Social Media Channel		
	Facebook <sup>1</sup>	Instagram <sup>2</sup>	Twitter <sup>3</sup>
Apr-2019	34,646	246	18,582
May-2019	30,553	432	22,414
Jun-2019	31,443	285	19,893
Jul-2019	39,553	464	23,566
Aug-2019	47,805	961	22,584
Sep-2019	34,576	579	17,940
Oct-2019	48,587	305	20,080
Nov-2019	30,921	226	18,714
Dec-2019	27,354	189	16,422
Jan-2020	33,546	521	24,114
Feb-2020	37,069	363	19,130
Mar-2020	37,645	479	25,992
Apr-2020	37,953	507	42,241
May-2020	32,050	303	25,741
Jun-2020	33,612	138	32,612
Jul-2020	39,687	324	59,282
Aug-2020	41,591	204	21,155
Sep-2020	43,761	179	43,362
Oct-2020	59,885	345	27,507

<sup>1</sup>Facebook: The sum of inbound messages received by all our Facebook Pages: comments, posts by others and private messages. Does not include comments from the author of the post

<sup>2</sup>Instagram: The sum of inbound messages (comments posted by others) received for all our Instagram accounts

<sup>3</sup>Twitter: The sum of inbound messages received by all our Twitter accounts: mentions and DMs

Note: There are some omissions in the data from periods when accounts have become disconnected from our social media management platform

**6b. How many social media posts did your force respond to in the period 1st April 2019 to 31st October 2020? Please break down the number of responses by calendar month and by platform e.g. Facebook, Twitter, Instagram etc.**

This information is exempt by virtue of Section 12(1) - exceeds the appropriate limit (see covering letter for full details).

**7. What platform does your force use to manage social media contact with the public?**

a) Orlo

b) Hootsuite

c) Other

**If 'other' please name the platform used:**

Hootsuite

**8. Does your force have the ability to manage all public contact (voice, text, social media, email, webforms and instant messenger/WhatsApp) in one platform and is it auditable?**

No, we do not have the ability to manage all these types of messages on a single platform.