

Request Reference: 1189A/20

**1. Between 1 March 2020 and 1 December 2020, how many 101 calls were recorded as NOT having been answered?**

Number of 101 calls recorded as abandoned after 30 seconds target:

Month	Total
Mar	35,250
Apr	11,510
May	10,036
Jun	11,523
Jul	11,590
Aug	16,411
Sep	13,923
Oct	10,277
Nov	7,461
Total	127,981

**2. Between 1 March 2020 and 1 December 2020, what was the average time for a response 101 calls?**

Average Time to Answer 101 calls:

Month	Time
Mar	12m34s
Apr	03m52s
May	03m04s
Jun	03m39s
Jul	03m48s
Aug	05m26s
Sep	04m56s
Oct	04m03s
Nov	03m02s

**3. Between 1 March 2020 and 1 December 2020, what was the longest time it took for a caller to get a response to a 101 call?**

Max Time to Answer 101 calls:

Month	Time
Mar	04h11m47s
Apr	01h42m19s
May	02h01m46s
Jun	02h33m21s
Jul	01h39m40s
Aug	02h14m01s
Sep	01h29m19s
Oct	01h04m18s
Nov	01h03m39s

**4. Between 1 March 2020 and 1 December 2020, how many 101 calls were received (answered or unanswered) by your force?**

Number of All Calls for Service to 101:

Month	Total
Mar	77,755
Apr	61,621
May	66,395
Jun	69,560
Jul	74,370
Aug	76,343
Sep	73,554
Oct	69,964
Nov	66,193
Total	635,755