

I would like to know how many 999/101 calls for service were received by call handlers in calendar years 2019 and 2020 for the entire police force area, broken down by broad disposal types, listed below.

I'm not aware of disposal types within your call handling data, however, the broad categories I am seeking are:

- Alarms
- Anti-Social Behaviour
- Concern for Safety
- Crime – requiring emergency response (excluding Domestic Abuse)
- Crime – not requiring emergency response (excluding Domestic Abuse)
- Disturbance
- Domestic Abuse/Domestic Incident
- Missing Persons
- Suspicious Circumstances
- Traffic/Road Related (i.e. RTC, Highway Obstructions etc)
- Total Calls (including any categories not mentioned above)

%/# of all calls where Mental Health is recorded as a call type/tag/qualifier.

%/# of all calls where Covid/Social Distancing/Covid Breach is recorded as a call type/tag/qualifier.

Please can this be provided for each calendar year requested (2019 and 2020).

*The information below is based on the number of incidents created.*

*Please be advised that in March 2020 we introduced a new incident recording system, and so information prior to this date has been extracted from a different database. These databases record information differently (e.g. they use different recording categories/markers) therefore we have provided this information separately in the tables below. In addition, please note the system used prior to March 2020 did not have any markers/flags for Covid related incidents.*

<b>01/01/2019 - 31/12/2019</b>	
Initial Classification	No. Incidents
ALARM	6,343
BOMB CALL	66
CONCERN 4SAFETY	61,820
CRIME	140,940
DISORDER	77,410
DOMESTIC ABUSE	80,041
DOMESTIC VIO	118

HIGHWAYS AGENCY	12
MAJOR INCIDENT	7
MISCELLANEOUS	579,037
MISPER	27,873
MOTORWAY	20,368
N/A	1,087,159
P4 INV	6,324
P4 NPU	2,672
P4 PPU	1,313
TRAFFIC	82,020
UNLAWFUL ENCAMP	795
Total	2,174,318

<b>01/01/2020 - 03/03/2020</b>	
Initial Classification	No. Incidents
ALARM	987
BOMB CALL	6
CONCERN 4SAFETY	11,904
CRIME	23,229
DISORDER	11,358
DOMESTIC ABUSE	12,496
DOMESTIC VIO	13
HIGHWAYS AGENCY	2
MISCELLANEOUS	95,636
MISPER	4,422
MOTORWAY	3,246
N/A	177,969
P4 INV	834
P4 NPU	329
P4 PPU	144
TRAFFIC	13,302
UNLAWFUL ENCAMP	61
Total	355,938

<b>03/03/2020 - 31/12/2020</b>	
Initial Classification	No. Incidents
Admin - Advice Given	242,696
Admin - Cancel/Exit/Error	7,271
Admin - Complaints against Police	879
Admin - Diary management	1,292
Admin - Intelligence	17,060
Admin - Internal Transfer	20,713
Admin - Lost Property	3,520
Admin - Messages	35,154

Admin - Police generated Resolution	61,077
Admin - Signposting	16,521
Admin - Test/Training	197
Airwave Radio Emergency	57
ASB - Disorder	58,561
ASB - Environmental	16,946
ASB - Nuisance	34,730
ASB - Personal	10,064
Child Abuse- Non Crime	290
Covid Breach	12,596
CRIME - Assault	18,537
CRIME - Bilking	2,654
CRIME - Burglary (Business)	4,944
CRIME - Burglary (Residential)	14,701
CRIME - Criminal Damage	10,788
CRIME - Drugs	4,391
CRIME - Firearms/Weapons	4,815
CRIME - Fraud	1,986
CRIME - Modern Slavery	30
CRIME - N100 (Rape Incident)	168
CRIME - Public Order	4,264
CRIME - Rape	1,079
CRIME - Robbery	3,444
CRIME - Sexual Offence	2,684
CRIME - Stalking and Harassment	16,156
CRIME - Theft (Other)	10,308
CRIME - Theft (Shops & Stalls)	5,305
CRIME - Theft from Motor Vehicle	8,289
CRIME - Theft of Motor Vehicle	9,992
Dangerous Dog	879
Duplicate	7,066
Event/Operation (Pre-planned)	1,222
Motorway Incident	3,835
N/A	403,021
OOF Police generated Activity	2,560
P9 - Forensics (FIRST / SOCO)	530
P9 - PNC Update	526
P9 - Vehicle Observations	5,276
Police Emergency	1,946
PSW - Abandoned Call	82,157
PSW - Alarm	4,939
PSW - Animals/Wildlife	649
PSW - Civil Dispute	3,242
PSW - Concern for Safety	97,904
PSW - Domestic Incident	67,905
PSW - Domestic Incident (NON- CRIME)	1
PSW - Firearms	531
PSW - Fraud	813

PSW - Hoax Call	361
PSW - Immigration	102
PSW - Industrial Incident	17
PSW - Licensing	86
PSW - Mental Health	4,084
PSW - Missing Person	18,816
PSW - Natural Disaster	10
PSW - Protest/Demo	90
PSW - Sudden Death	3,066
PSW - Suspicious Activity/Premises/Vehicle	32,402
PSW - Suspicious Package	368
PSW - Wanted	2,524
Streetwatch Patrol	95
Task - Arrest	13,061
Task - Section 18	1,005
Task - Warrants	1,152
Transferred Incident	7,938
TRANSPORT - Highway Disruption	7,949
TRANSPORT - Rail/Air/Marine	50
TRANSPORT - Road Related Offence	20,831
TRANSPORT - RTC - Damage Only	15,834
TRANSPORT - RTC - Death/Serious Injury	1,290
TRANSPORT - RTC -Minor Injury	5,964
Unlawful Encampments	657
Vulnerable Adult- Non Crime	154
WMP Police generated Activity	11,369
Total	1,498,436

<b>01/01/2019 - 31/12/2019</b>	
Mental Health	16,967
<b>01/01/2020 - 03/03/2020</b>	
Mental Health	2,692

<b>03/03/2020 - 31/12/2020</b>	
Covid-19 Related	51,176
Mental Health	13,727