

REQUEST

1/ Please provide the average annual police response time to attend 999 calls categorised as (i) grade 1 emergency, (ii) grade 2, (iii) grade 3, and (iv) all grades, for each year from 2011 up until and including 2021. Please also provide both the total annual number of calls and time taken to attend for each part of the question.

The cost of providing you with the information is above the amount to which we are legally required to respond i.e. the cost of locating and retrieving the information exceeds the 'appropriate level' as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004.

Some relevant information is available here

[Response Times \(4065/19\) - Freedom of Information - West Midlands Police \(west-midlands.police.uk\)](#)

In addition, we have provided some years which were retrieved before it was realised that this would exceed the cost threshold under FOI.

2019											
P1			P2			P3			All grades		
Total calls	Total response time	Average response time	Total calls	Total response time	Average response time	Total calls	Total response time	Average response time	Total calls	Total response time	Average response time
159907	145049	00:20:29	54681	45658	08:29:35	15173	13048	27:57:49	742824	566659	01:07:52

2020											
P1			P2			P3			All grades		
Total calls	Total response time	Average response time	Total calls	Total response time	Average response time	Total calls	Total response time	Average response time	Total calls	Total response time	Average response time
121800	116767	00:14:42	48521	38373	01:00:46	15399	8237	01:21:31	320173	163377	03:05:24

2021											
P1			P2			P3			All grades		
Total calls	Total response time	Average response time	Total calls	Total response time	Average response time	Total calls	Total response time	Average response time	Total calls	Total response time	Average response time
149799	144517	00:16:03	53147	46115	01:06:44	21936	11852	02:44:22	419869	202484	07:08:28

Grades 1 to 3 typically refer to an emergency response, a prompt response and a routine response. Please provide a description of the different grades (including expected response times to attend) used by the force if these differ. An example for GMP is included here:

<https://www.bbc.co.uk/news/uk-england-manchester-47582743>

Please see attached our current Grading Framework.

2/ Please provide the total number of occasions that police did not attend i) grade 1, ii) grade 2 or iii) grade 3 emergencies last year (2021).

2/ The total number of occasions that police did not attend i) grade 1, ii) grade 2 or iii) grade 3 emergencies last year (2021).		
P1	P2	P3
10975	11929	12341

3/ Please provide the longest individual time taken to attend a grade 1 emergency call in 2021.

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557:20:54

*Rather than grading incidents as mentioned in the request WMP, use Priority 1, Priority 2, etc. to grade incidents.

** Please also note the answer to question 3 is a incident that was initially categorised as a Priority 4 (P4), however, upon attendance was upgraded to a Priority 1 (P1) incident. Incidents can be recategorized during any investigation
You should be aware that the data is for a time when the Force were dealing with the recent pandemic, and like many emergency services experienced a higher demand than normal for our services and assistance.

In addition to this, like many organisations we had to deal with the challenges that the pandemic presented with increased sickness, people self-isolating and the need to resource other departments, to enable us to provide a level of service, to continue to help and support the communities we serve.