

3	Force waiting time Target	Emergency	10 Seconds
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3	Force waiting time Target	Non-Emergency	3 Minutes
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1 Please state the number of 999 calls received by your force’s control room in the last three months of 2022 (March, April and May). Please

2 Please state the number of 101 calls received by your force’s control room in the last three months of 2022 (March, April and May). Please breakdown the number of calls by date.

4 Please state the number of 999 calls that breached your force’s waiting time targets. Please breakdown the number of calls by date.

5 Please state the number of 101 calls that breached your force’s waiting time targets. Please breakdown the number of calls by date.

Emergency Calls				
Date	Call Demand (Calls Received)	Calls Answered	Answered within 10s (Force Target)	Breached Waiting Time Target
01/03/2022	2,178	2,133	1,681	452
02/03/2022	2,120	2,083	1,751	332
03/03/2022	2,325	2,207	1,536	671
04/03/2022	2,327	2,241	1,688	553

Non-Emergency Calls					
Date	Call Demand (Calls Received)	Calls Answered	Answered within 30s	Answered within 3m (Force Target)	Breached Waiting Time Target
01/03/2022	1,924	1,388	427	785	603
02/03/2022	1,933	1,250	377	642	608
03/03/2022	1,918	1,043	219	475	568
04/03/2022	1,810	1,201	324	588	613

05/03/2022	2,776	2,440	1,277	1,163
06/03/2022	2,365	2,170	1,536	634
07/03/2022	2,190	2,058	1,246	812
08/03/2022	2,122	1,911	1,152	759
09/03/2022	2,265	2,201	1,357	844
10/03/2022	2,103	2,036	1,557	479
11/03/2022	2,194	2,157	1,827	330
12/03/2022	2,431	2,306	1,554	752
13/03/2022	2,486	2,331	1,500	831
14/03/2022	2,356	2,280	1,686	594
15/03/2022	2,384	2,130	1,306	824
16/03/2022	2,130	1,812	1,165	647
17/03/2022	2,317	2,094	1,275	819
18/03/2022	2,599	2,305	1,311	994
19/03/2022	2,591	2,393	1,468	925
20/03/2022	2,494	2,361	1,567	794
21/03/2022	2,147	2,071	1,504	567
22/03/2022	2,453	2,338	1,564	774
23/03/2022	2,519	2,310	1,410	900
24/03/2022	2,478	2,281	1,352	929
25/03/2022	2,509	2,296	1,263	1,033
26/03/2022	2,961	2,507	1,295	1,212
27/03/2022	2,376	2,108	1,237	871
28/03/2022	2,258	2,134	1,177	957
29/03/2022	2,317	2,225	1,469	756
30/03/2022	2,356	2,163	1,405	758
31/03/2022	2,132	2,040	1,465	575
01/04/2022	2,213	2,159	1,636	523
02/04/2022	2,530	2,350	1,538	812
03/04/2022	2,300	2,112	1,347	765
04/04/2022	2,146	2,040	1,314	726
05/04/2022	2,260	2,149	1,373	776
06/04/2022	2,271	2,135	1,486	649

05/03/2022	1,394	882	301	516	366
06/03/2022	1,268	1,011	695	842	169
07/03/2022	2,125	1,235	224	511	724
08/03/2022	1,954	1,362	545	978	384
09/03/2022	2,074	1,262	289	580	682
10/03/2022	1,988	1,489	403	895	594
11/03/2022	1,884	1,525	712	1,005	520
12/03/2022	1,386	1,037	401	691	346
13/03/2022	1,306	864	256	445	419
14/03/2022	2,219	1,413	511	796	617
15/03/2022	2,026	1,273	571	921	352
16/03/2022	2,008	1,362	528	910	452
17/03/2022	2,074	1,196	420	761	435
18/03/2022	2,182	937	181	534	403
19/03/2022	1,410	926	336	584	342
20/03/2022	1,319	811	318	510	301
21/03/2022	2,345	1,103	311	672	431
22/03/2022	2,132	1,275	365	721	554
23/03/2022	2,152	935	256	498	437
24/03/2022	2,294	1,098	201	505	593
25/03/2022	2,094	851	218	499	352
26/03/2022	1,568	656	206	485	171
27/03/2022	1,262	787	320	510	277
28/03/2022	2,370	1,053	246	580	473
29/03/2022	2,300	1,261	361	709	552
30/03/2022	2,214	1,035	299	601	434
31/03/2022	2,204	1,093	222	545	548
01/04/2022	2,028	1,188	297	591	597
02/04/2022	1,431	1,041	594	828	213
03/04/2022	1,233	865	585	759	106
04/04/2022	2,264	1,174	266	558	616
05/04/2022	2,142	1,188	227	587	601
06/04/2022	2,273	1,103	202	544	559

07/04/2022	2,251	2,066	1,302	764
08/04/2022	2,666	2,421	1,173	1,248
09/04/2022	2,911	2,578	1,107	1,471
10/04/2022	2,737	2,352	1,387	965
11/04/2022	2,341	2,165	1,436	729
12/04/2022	2,585	2,098	1,058	1,040
13/04/2022	2,545	2,188	1,283	905
14/04/2022	2,583	2,328	1,364	964
15/04/2022	2,503	2,329	1,466	863
16/04/2022	3,061	2,576	1,319	1,257
17/04/2022	2,434	2,164	1,247	917
18/04/2022	2,304	2,189	1,753	436
19/04/2022	2,361	2,186	1,266	920
20/04/2022	2,266	2,177	1,459	718
21/04/2022	2,401	2,320	1,711	609
22/04/2022	2,303	2,185	1,461	724
23/04/2022	2,542	2,314	1,526	788
24/04/2022	2,589	2,369	1,522	847
25/04/2022	2,390	2,166	1,340	826
26/04/2022	2,450	2,278	1,474	804
27/04/2022	2,370	2,232	1,456	776
28/04/2022	2,135	2,085	1,416	669
29/04/2022	2,764	2,511	1,431	1,080
30/04/2022	2,827	2,653	1,700	953
01/05/2022	2,469	2,282	1,571	711
02/05/2022	2,283	2,264	1,990	274
03/05/2022	2,400	2,237	1,485	752
04/05/2022	2,344	2,194	1,557	637
05/05/2022	2,494	2,311	1,612	699
06/05/2022	2,535	2,338	1,355	983
07/05/2022	2,934	2,630	1,487	1,143
08/05/2022	2,786	2,375	1,222	1,153
09/05/2022	2,455	2,272	1,381	891

07/04/2022	2,087	968	228	520	448
08/04/2022	2,187	755	157	514	241
09/04/2022	1,449	640	118	328	312
10/04/2022	1,423	840	228	541	299
11/04/2022	2,184	871	132	441	430
12/04/2022	2,063	708	124	427	281
13/04/2022	2,045	754	141	415	339
14/04/2022	2,010	904	137	473	431
15/04/2022	1,492	993	551	872	121
16/04/2022	1,468	828	365	641	187
17/04/2022	1,210	688	192	400	288
18/04/2022	1,395	1,050	372	603	447
19/04/2022	2,111	951	294	588	363
20/04/2022	2,142	1,593	815	1,363	230
21/04/2022	1,913	1,188	411	773	415
22/04/2022	1,796	1,176	470	766	410
23/04/2022	1,419	846	307	571	275
24/04/2022	1,310	825	371	576	249
25/04/2022	2,076	968	231	530	438
26/04/2022	2,180	1,018	249	521	497
27/04/2022	2,222	969	227	538	431
28/04/2022	2,083	1,140	211	520	620
29/04/2022	2,065	1,140	267	640	500
30/04/2022	1,539	920	445	693	227
01/05/2022	1,362	925	442	687	238
02/05/2022	1,391	1,189	794	1,002	187
03/05/2022	2,261	1,193	155	521	672
04/05/2022	2,229	1,256	281	709	547
05/05/2022	2,096	1,150	292	622	528
06/05/2022	2,038	1,087	264	611	476
07/05/2022	1,468	893	467	787	106
08/05/2022	1,440	861	517	755	106
09/05/2022	2,342	1,252	244	617	635

10/05/2022	2,564	2,321	1,361	960
11/05/2022	2,772	2,570	1,525	1,045
12/05/2022	2,378	2,156	1,317	839
13/05/2022	2,887	2,376	1,114	1,262
14/05/2022	3,474	2,637	928	1,709
15/05/2022	3,396	2,571	1,043	1,528
16/05/2022	2,810	2,316	1,108	1,208
17/05/2022	2,502	2,280	1,292	988
18/05/2022	2,776	2,446	1,074	1,372
19/05/2022	2,600	2,355	1,131	1,224
20/05/2022	2,696	2,482	1,148	1,334
21/05/2022	3,027	2,673	1,187	1,486
22/05/2022	2,625	2,419	1,345	1,074
23/05/2022	2,651	2,365	1,260	1,105
24/05/2022	2,474	2,192	1,142	1,050
25/05/2022	2,747	2,328	1,190	1,138
26/05/2022	2,496	2,256	1,253	1,003
27/05/2022	2,965	2,477	1,288	1,189
28/05/2022	2,936	2,492	1,146	1,346
29/05/2022	2,644	2,328	1,222	1,106
30/05/2022	2,528	2,310	1,323	987
31/05/2022	2,307	2,164	1,353	811
Total	230,253	209,414	127,342	82,072

10/05/2022	2,262	1,217	253	738	479
11/05/2022	2,290	1,329	352	770	559
12/05/2022	2,184	1,104	234	517	587
13/05/2022	2,233	798	201	512	286
14/05/2022	1,564	623	143	446	177
15/05/2022	1,603	423	145	382	41
16/05/2022	2,447	1,007	164	554	453
17/05/2022	2,358	942	152	498	444
18/05/2022	2,252	763	100	406	357
19/05/2022	2,507	939	83	443	496
20/05/2022	2,237	604	103	444	160
21/05/2022	1,583	716	141	453	263
22/05/2022	1,445	730	184	417	313
23/05/2022	2,306	696	159	487	209
24/05/2022	2,269	796	123	471	325
25/05/2022	2,237	832	151	468	364
26/05/2022	2,237	1,151	178	547	604
27/05/2022	2,095	867	219	514	353
28/05/2022	1,510	835	390	675	160
29/05/2022	1,315	785	231	454	331
30/05/2022	2,064	913	183	442	471
31/05/2022	1,886	994	287	580	414
Total	175,888	92,776	27,889	55,944	36,832

6

Please state the number of 999 calls to your force's control room that were first graded as emergency incidents, i.e. Grade 1. Please breakdown by date.

7

Please state the number of 101 calls to your force's control room that were first graded as emergency incidents, i.e. Grade 1. Please breakdown by date.

Month/Year	999/112/cell-net	101/Non-emergency	Total
Mar-22	18,007	1,408	19,415
01-Mar	551	51	602
02-Mar	526	46	572
03-Mar	549	47	596
04-Mar	646	54	700
05-Mar	688	51	739
06-Mar	588	48	636
07-Mar	528	38	566
08-Mar	458	33	491
09-Mar	557	50	607
10-Mar	521	56	577
11-Mar	564	63	627
12-Mar	618	47	665
13-Mar	665	38	703
14-Mar	552	53	605
15-Mar	580	35	615
16-Mar	453	42	495
17-Mar	617	49	666
18-Mar	661	39	700
19-Mar	663	46	709
20-Mar	610	53	663
21-Mar	525	35	560
22-Mar	602	48	650
23-Mar	624	34	658

24-Mar	631	52	683
25-Mar	585	53	638
26-Mar	678	54	732
27-Mar	601	37	638
28-Mar	582	38	620
29-Mar	579	42	621
30-Mar	514	40	554
31-Mar	491	36	527
Apr-22	17,996	1,413	19,409
01-Apr	554	47	601
02-Apr	677	60	737
03-Apr	615	58	673
04-Apr	520	39	559
05-Apr	592	37	629
06-Apr	533	38	571
07-Apr	476	36	512
08-Apr	657	40	697
09-Apr	641	28	669
10-Apr	639	52	691
11-Apr	575	39	614
12-Apr	528	45	573
13-Apr	525	43	568
14-Apr	665	48	713
15-Apr	626	45	671
16-Apr	704	50	754
17-Apr	627	37	664
18-Apr	605	59	664
19-Apr	525	37	562
20-Apr	563	51	614
21-Apr	596	57	653
22-Apr	608	37	645
23-Apr	599	44	643
24-Apr	732	62	794

25-Apr	558	38	596
26-Apr	589	53	642
27-Apr	554	48	602
28-Apr	531	42	573
29-Apr	674	75	749
30-Apr	708	68	776
May-22	19,888	1,380	21,268
01-May	687	72	759
02-May	633	84	717
03-May	586	44	630
04-May	615	57	672
05-May	612	41	653
06-May	641	51	692
07-May	746	55	801
08-May	721	51	772
09-May	606	49	655
10-May	592	46	638
11-May	700	38	738
12-May	644	56	700
13-May	648	36	684
14-May	764	30	794
15-May	707	33	740
16-May	623	41	664
17-May	640	33	673
18-May	625	35	660
19-May	584	41	625
20-May	678	48	726
21-May	679	50	729
22-May	673	43	716
23-May	596	33	629
24-May	521	36	557
25-May	559	44	603
26-May	615	27	642

27-May	683	43	726
28-May	677	45	722
29-May	696	44	740
30-May	602	39	641
31-May	535	35	570
Total	55,891	4,201	60,092