1) **In each of the last three financial years (20/21), (21/22) and (22/23) how many calls to (a) 999 and (b) 101 were recorded as NOT having been answered?**

Year	999 Not Answered	101 Not Answered
2020/21	4,368	172,903
2021/22	17,999	270,438
2022/23	32,855	393,152

2) **In each of the last three financial years (20/21), (21/22) and (22/23) what was the average time for a response to be connected to an operator on a (a) 999 and (b) a 101 call?**

Year	999 Average Connection Time	101 Average Connection Time
2020/21	0:00:09	0:03:53
2021/22	0:00:18	0:09:19
2022/23	0:00:32	0:18:50

3) **In each of the last three financial years (20/21), (21/22) and (22/23) what was the longest time it took for a caller to get a response to a (a) 999 and (b) a 101 call? For each example state the date of the call and how long it took to be answered.**

Year	999 Longest Time to Answer	999 Date	101 Longest Time to Answer	101 Date
2020/21	0:12:13	20/05/2020	2:33:21	24/06/2020
2021/22	0:13:46	27/03/2022	4:16:34	18/07/2021
2022/23	0:14:15	16/07/2022	5:59:50	12/08/2022

4) **In each of the last three financial years (20/21), (21/22) and (22/23) how many calls to (a) 999 and (b) 101 took more than 5 (five) minutes to be connected to an operator.**

This information is not currently recorded in a format that would allow us to answer this question without creating additional data and measures/calculations.

For the avoidance of any doubt when I refer to "response" what I am seeking is the time between the call being made and the call being answered by a handler, NOT the time between the call being made and the time when the police provide a physical response to the incident/emergency.