

4<sup>th</sup> August 2017

**Freedom of Information Request – Reference No:20171240**

**REQUEST**

*I am investigating the impact of recent terrorist atrocities on police 999 and 101 services. I am requesting the following information in accordance with the Freedom of Information Act 2000.*

**1) Please state the number of**

**a) 999 calls**

**b) 101 calls**

*received by your force's control room from January 1<sup>st</sup> 2016 to 30<sup>th</sup> June 2017. Please break the number of calls down by calendar month.*

**2) Please state the number of**

**a) 999 calls**

**b) 101 calls**

*that were abandoned or terminated before being answered by an operator in your force's control room from January 1<sup>st</sup> 2016 to 30<sup>th</sup> June 2017. Please break the number of calls down by calendar month.*

**3) Please state the waiting time targets for your force for**

**a) 999 calls**

**b) 101 calls**

**4) Please state the number of**

**a) 999 calls**

**b) 101 calls**

*that breached your force's waiting time targets from January 1<sup>st</sup> 2016 to 30<sup>th</sup> June 2017. Please break the number of calls down by calendar month.*

**5) Please state the 95<sup>th</sup> percentile waiting time for**

**a) 999 calls**

**b) 101 calls**

*received by your force's control room. Please provide information from January 1<sup>st</sup> 2016 to 30<sup>th</sup> June 2017. Please break the number of calls down by calendar month.*

**6) Please state the number of**

**a) 999 calls**

**b) 101 calls**

*your control room received from outside your force area. Please provide information from January 1<sup>st</sup> 2016 to 30<sup>th</sup> June 2017.*

*Please break the number of calls down by calendar month.*

**7) Please provide a copy of your forces guidance for answering calls from outside your force area. Please include a copy of any guidance explaining why your force might receive these calls.**

RESPONSE

I contacted our Performance and Governance Unit and SYP Comms department for assistance with your request. They were able to provide me with the attached information to answer questions 1-4 & 6 and the below details and information for the other questions.

*Q5 – We are unable to provide data on 95% percentile. There the response to this is one of “No Information Held”*

*Q6 – For External Force contacts, we are only able to track those coming in on the emergency lines, not the non-emergency.*

*Q7 - Calls received from outside our force area could be either:*

***Misdirected 999 calls – these are normally calls just on our border***

*The call handler would create an incident, complete the details with the relevant Force address in the incident location field and ring through to the relevant force. The incident would be closed with a qualifier Passed to Other Force.*

***101 calls where the caller has chosen the incorrect Force***

*The call handler would ask questions first; if determined the caller requires another force and the incident doesn't warrant an immediate response, the caller will be advised to ring 101 and select the correct force. If an incident has been created the incident would be closed with a qualifier Passed to Other Force. If the incident requires an immediate response, the call handler would ring through to the relevant force.*

You may find the below College of Policing link useful for you research:

[http://library.college.police.uk/docs/homeoffice/call\\_handling\\_standards.pdf](http://library.college.police.uk/docs/homeoffice/call_handling_standards.pdf)