

21st August 2019

Freedom of Information Request – Reference No:20191706

REQUEST

Last year I submitted an FOI request with your reference 20181682 relating to 999 and 101 call handling data from August 17 to August 19.

I would appreciate if you could supply me with the following information about both 999 and 101 call handling from September 18 to July 19 as a new FOI request. I have attached the spreadsheet that you kindly sent to me with data from last year, in the hope that this will assist you in my new FOI request.

The headings that you were able to supply for data last year, which I hope that you will be able to help me with this year are:

- ***Received Calls***
- ***Abandoned Calls***
- ***Average Wait Before Abandoning Call***
- ***Wait Time Target* If applicable to that number***
- ***Answered Call Missed Target * If applicable to that number***
- ***Average Wait Time Answered Calls***
- ***Longest Wait Time All Queued Contacts (Includes Answered and Abandoned Calls)***
- ***Average Wait Time All Queued Contacts (Includes Answered and Abandoned Calls)***
- ***Average Call Length***

RESPONSE

I approached our Performance & Governance Unit for assistance with your request. A Review Officer was able to provide the attached data and explanation of the figures due to switching to a new recording system in November 2018.

There is a difference with the new system in the way the new network has been configured, different definitions, etc. I have tried to make the data as comparable as possible across the two systems/datasets.

Volumes are fairly straightforward, but wait times is more complicated. Where possible I have weighted and averaged wait times from the two datasets/systems.

I have provided some notes with the data.