20th December 2018

Freedom of Information Request – Reference No:20182253

REQUEST

I would therefore like to amend and limit my request to the following. If you are unable to answer parts of it, please answer whatever parts you can:

1) The total number of 999 calls received by your police force in each individual year: 2017 and 2018.
2) The total number of 999 calls where police officers were deployed from your force in each individual year: 2017 and 2018.
3) For those 999 calls where police officers were deployed from your force and an Immediate response/ Grade 1 categorisation was given, what was the average time from the call being received in your control room, to the officers reaching their deployment destination? This should be broken down for the years 2017 and 2018.
4) What is the operational target time for officers to reach their deployment destination, from the point at which the call was received in your control room? This should be as of December 31st 2017.

RESPONSE

I approached our Performance & Governance Unit for assistance and they were able to provide me with the attached data. They have also advised me they are now able to provide response times for your request.

As this is a new <u>capability </u>I have looked back to your previous response and included the extra years you asked for then to try and give you the full lot of data. The Review Officer who provided me with the information has also given the following explanation of the returned information:

Please see attached. I can now do response times.

Please note:
- *999 call data and incident data are two separate unrelated datasets. This means that not all incidents are the result of a 999 call, and that we can't tell if an incident is the result of a 999 call or if it has a different origin.*
- *I can only provide incident numbers where we deployed (Immediate, Priority, Scheduled) from 2012 onwards.*
- *The deployed figures provided are those from incidents where we have deployed a resource. This includes the grades Immediate, Priority, and Scheduled.*

The Deputy Head of Communications advises:
The target time for immediate graded incidents is 15 minutes; this has been the case since 2010.

Immediate response - within 15 mins
Priority Response – within 60 mins

You may find the below College of Policing link useful for you research
http://library.college.police.uk/docs/homeoffice/call_handling_standards.pdf