

Freedom of Information Request Reference No:

I note you seek access to the following information:

1) For 999 calls categorised as grade/tier 1 'emergency' calls (or equivalent) what was your annual:

- a) Average response time
- b) Longest response time
- c) Target response time

NB: Please provide the data in calendar years from 2010 up to the end of 2018.

2) For 999 calls categorised as grade/tier 2 'priority' calls (or equivalent) what was your annual:

- a) Average response time
- b) Longest response time
- c) Target response time

NB: Please provide the data in calendar years from 2010 up to the end of 2018.

3) For 999 calls categorised as grade/tier 3 'standard' calls (or equivalent) what was your annual:

- a) Average response time
- b) Longest response time
- c) Target response time

NB: Please provide the data in calendar years from 2010 up to the end of 2018.

4) For ALL 999 calls what was your annual:

- a) Total number of calls received
- b) Total number of abandoned calls

NB: Please provide the data in calendar years from 2010 up to the end of 2018.

DECISION

I have today decided to disclose the located information to you in full.

Please find attached information pursuant to your request above.

Please note that we have only been able to provide information as far back as 2013 as the system does not record information further back than this. We have also only been able to provide the report on 999 (emergency) calls graded immediate and significant.

I would like to thank you for your interest in the MPS.

Volume of Calls & Respective Average Response times (Jan 2013 to Dec 2018)

Protective Marking	NOT PROTECTIVELY MARKED
Suitable for Publication Scheme	Yes
Ad-Hoc Reference Number	
FOIA/MOPAC Ref Number	N/A
Summary	Volume of Immediate & Significant Graded Calls and respective response times that came through the emergency channel (999) .
Creating Branch / Directorate	MetHQ - Strategy & Governance
Date Created	22/05/2019
Review Date	21/05/2020

This report uses Data extracted from: DARIS & Avaya (Info Stats)

Date Live data was extracted: 17/05/2019 & 20/05/2019

Police forces in the United Kingdom are routinely required to provide crime statistics to government bodies and the recording criteria is set nationally. However, the systems used for recording these figures are not generic, nor are the procedures used locally in capturing the crime data. It should be noted that for these reasons this force's response to your questions should not be used for comparison purposes with any other response you may receive.

Notes: This report shows the following data per calendar year (2013 to 2018):

Volume of calls per calendar
Median response times
Longest response time
Volume of abandoned calls

All the information presented in this report was gathered from the DARIS system and Avaya that came through the emergency channel (999)

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Immediate Graded Emergency Calls (1st Jan 2013- 31st Dec 2018)				
Period	Volume of Calls	Median Average Response Time (mm:ss)	Longest Response Call (hh:mm:ss)*	Target Response Times
2013	363,510	07.58	120:13:39	15 Minutes
2014	400,851	08.03	159:37:42	15 Minutes
2015	346,545	08.27	155:35:52	15 Minutes
2016	345,619	09.06	1392:09:35	15 Minutes
2017	361,714	09.18	264:15:41	15 Minutes
2018	341,303	09.20	76:20:24	15 Minutes

Overall Volume of Abandoned Calls	
Period	Volume of Abandoned Calls
2013	N/A
2014	14,451
2015	13,533
2016	30,441
2017	46,378
2018	58,194

Significant Graded Emergency Calls (1st Jan 2013- 31st Dec 2018)				
Period	Volume of Calls	Median Average Response Time (mm:ss)	Longest Response Call (hh:mm:ss)*	Target Response Times
2013	328,303	26.32	168:54:46	60 Minutes
2014	374,319	28.05	344:59:34	60 Minutes
2015	333,063	30.26	216:03:28	60 Minutes
2016	335,164	35.05	936:24:11	60 Minutes
2017	357,512	32.38	655:42:04	60 Minutes
2018	332,024	31.31	371:18:48	60 Minutes

These response times were longer than usual for the following reasons:

- . Schedule appointment made where the informant is not available to speak with an officer.
- . Officer not recording the arrival time for various reasons (i.e. required immediate action on the arrival at the scene; assisting fellow officers in a risky situation...)

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