28 September 2017

Freedom of Information Request - Reference No: 20171620

REQUEST

1. *The total number of 999 calls received by your police force in each individual sequential year 2010, 2011, 2012, 2013, 2014, 2015 and 2016.*

2. *For those 999 calls where a/or police officer(s) were subsequently deployed from your force, what was the average time from the call being received in your control room, to the officer(s) reaching their deployment destination, in each individual sequential year 2010, 2011, 2012, 2013, 2014, 2015 and 2016. Please note I am seeking an average time which relates to all calls where a deployment was subsequently made by your force.*

3. *For those 999 calls which your force gave the highest severity of classification to, and where subsequently a/or police officer(s) were deployed, what was the average time from the call being received in your control room, to the officer(s) reaching their deployment destination, in each individual sequential year 2010, 2011, 2012, 2013, 2014, 2015 and 2016.*

4. *For those 999 calls which your force gave the highest severity of classification to, what was the operational target time as of December 31st in 2010, 2011, 2012, 2013, 2014, 2015 and 2016, for a/or officer(s) to reach their deployment destination, from the point at which the call was received in your control room.*

In reference to point three, as far as I am aware there is no nationally standardised classification for grading 999 calls by severity. I am of the understanding that each police force has their own individual categorisations. For the avoidance of doubt I am therefore asking you to provide me with the average response time for the 999 calls that your force gave the highest categorisation to, meaning the 999 calls that you deemed needing the quickest response from a/or police officer(s).

RESPONSE

I contacted our Performance & Governance unit for assistance with the number of 999 calls received. I have been provided with the following figure per year:

Year	Number of 999 Received
2011	212,881
2012	204,202
2013	200,564
2014	201,276
2015	207,370
2016	220,755
Total	1,247,048

For assistance with Questions 2 & 3, I approached our Incident Management System Administrator. He advised that

Q2 - this would require the extraction of all 999 calls where a resource was deployed and calculate the time taken for each resource to arrive at the scene and then calculate the average time for all incidents within each year.

Q3 - this would require the extraction of all 999 calls where graded as Immediate and a resource was deployed and calculate the time taken for each resource to arrive at the scene and then calculate the average time for all incidents within each year.

It is apparent we do not hold record 'average times' and would have to calculate this. As you are probably aware, FOI legislation concerns recoded information and Public Bodies are under no obligation to create data purely to facilitate such requests. In essence the formal response is one of 'No information held'

https://ico.org.uk/for-organisations/guide-to-freedom-of-information/what-is-the-foi-act/

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