



Contact Management Department

Information sheet – November 2010

During November 2010

Year to Date From 1st April 2010

We received **4,922** emergency 999 calls

999 calls received **46,116**

On average 999 calls were answered in **5.97** seconds

On average 999 calls were answered in **6.53** seconds

87.32% of 999 calls were answered within the NCHS standard of 10 seconds. Total number of calls within target were **4,298**

999 calls answered in target **85.2%**

The switchboard received **25,579** non-emergency calls from the public, an average of **853** daily

Total switchboard calls received **212,996**
Note: this does not include calls taken between 00:01 hrs & 06:59hrs when switchboard is closed

The switchboard answered **95.38%** incoming calls within **20** seconds (Departmental target of 90%)

In-coming calls answered within **20** seconds **95.39%**

The switchboard answered **97.78%** of incoming calls within **30** seconds (NCHS target 90%)

The switchboard answered **97.57%** of incoming calls within **30** seconds

Number of call backs made **6**

Total call backs made **58**

Abandoned call rate (NCHS <5%) **0.6%**

Abandoned call rate **0.8%**

Calls answered in Contact Centre after switchboard within NCHS target of 30 seconds **92.77%**

Calls answered in Contact Centre after switchboard within NCHS target of 30 seconds **92.18%**

Average waiting time at first presentation **6** seconds

Average waiting time at first presentation **6** seconds

We created **12,754** Storm incidents which is an average of **425** daily

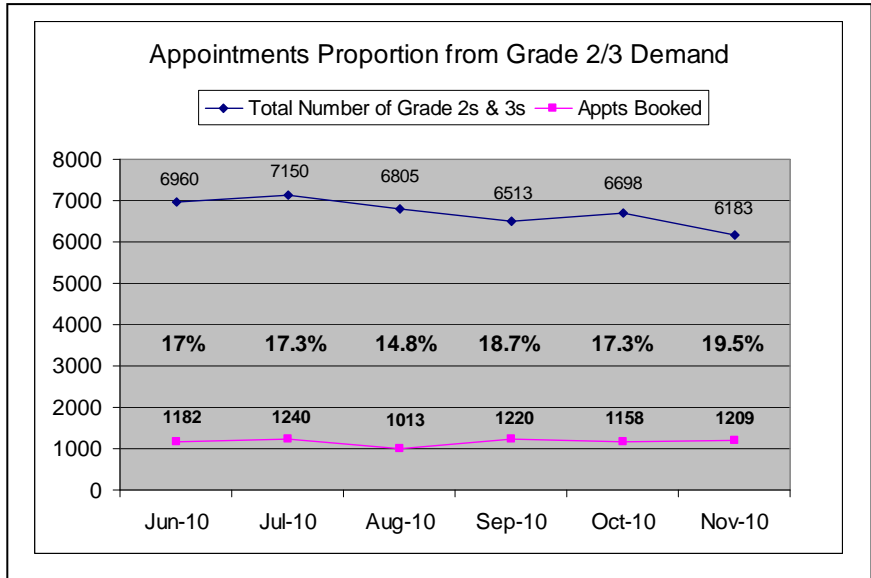
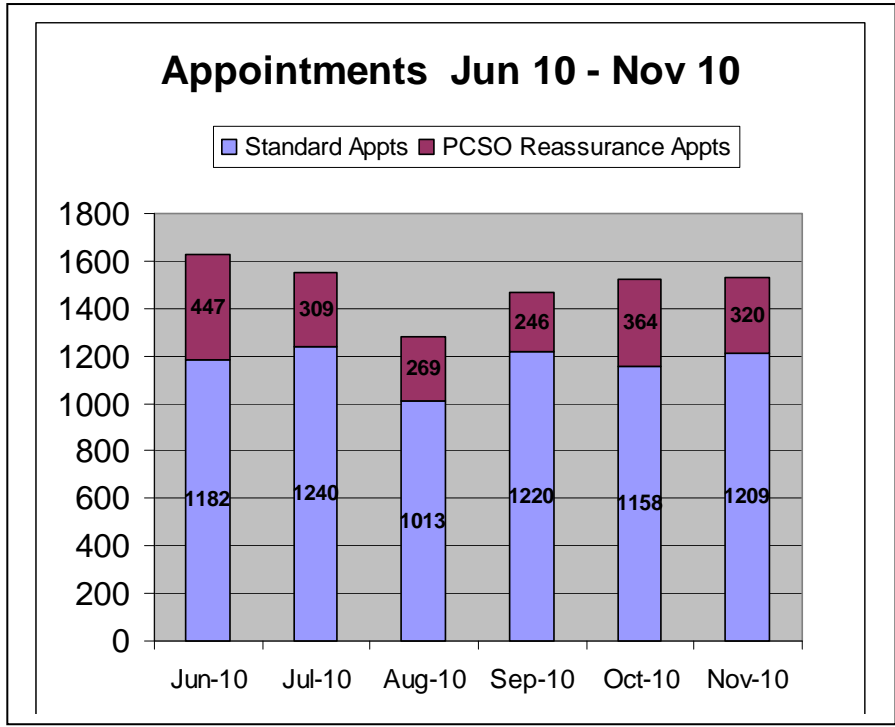
We created **111,836** Storm incidents

We recorded **3,213** crimes, **100%** within 3 days

We recorded **24,824** crimes, **100%** within 3 days

We received and processed **409** emails, all processed within 12 hours

We received and processed **3,234** emails, all processed within 12 hours



Chief Inspector Marcus Griffiths.