



Dear

Gloucestershire Constabulary Freedom of Information request 2023.0611

On 08/06/2023 you sent an email constituting a request under the Freedom of Information Act asking the following:

- 1) In each of the last three financial years (20/21), (21/22) and (22/23) how many calls to (a) 999 and (b) 101 were recorded as NOT having been answered?
- 2) In each of the last three financial years (20/21), (21/22) and (22/23) what was the average time for a response to be connected to an operator on a (a) 999 and (b) a 101 call?
- 3) In each of the last three financial years (20/21), (21/22) and (22/23) what was the longest time it took for a caller to get a response to a (a) 999 and (b) a 101 call? For each example state the date of the call and how long it took to be answered.
- 4) 4) In each of the last three financial years (20/21), (21/22) and (22/23) how many calls to (a) 999 and (b) 101 took more than 5 (five) minutes to be connected to an operator.

For the avoidance of any doubt when I refer to "response" what I am seeking is the time between the call being made and the call being answered by a handler, NOT the time between the call being made and the time when the police provide a physical response to the incident/emergency.

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

Police Forces in the United Kingdom are routinely required to provide 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 data. It should be noted that for these reasons the figures given relate to information from the specific recording system of Gloucestershire Constabulary and should not be used for comparison purposes with any other response you receive.

Please note that our systems are designed to record information for policing purposes and the investigation of crime and not to extract statistical information. Accordingly whilst we endeavour to extract relevant data within the time limits of the Act, any data supplied is subject to these limitations.

A search for call data has been conducted to identify information relevant to your request.

1.

Financial Year	Call Type	Total Calls Not Answered
2020-21	101 Offered To Agent	53179
2020-21	999 Primary	1449
2021-22	101 Offered To Agent	64922
2021-22	999 Primary	3106
2022-23	101 Offered To Agent	65039
2022-23	999 Primary	1350

2.

Financial Year	Call Type	AVG Queue Time (seconds)
2020-21	101 Offered To Agent	209.20
2020-21	999 Primary	13.46
2021-22	101 Offered To Agent	360.90
2021-22	999 Primary	19.21
2022-23	101 Offered To Agent	432.22
2022-23	999 Primary	21.89

3.

Date	Call Type	Longest Queue Time (seconds)
25/08/2020	101 Offered To Agent	3,595.50
26/08/2020	999 Primary	340.53
18/09/2021	101 Offered To Agent	3,596.49
02/10/2021	999 Primary	559.02
03/03/2023	101 Offered To Agent	5,712.47
13/10/2022	999 Primary	605.52

4.

Financial Year	Call Type	Total Calls answered in over 5 minutes
2020-21	101 Offered To Agent	32494
2020-21	999 Primary	1
2021-22	101 Offered To Agent	40930
2021-22	999 Primary	20
2022-23	101 Offered To Agent	36383

2022-23	999 Primary	64
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If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary