



Your reference:

Our reference: FOI_25_1064

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 03/12/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_1064

On 06/11/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

Please can you tell me how many calls to your force's non-emergency police number 101 were made between 1 November 2022 and 1 November 2025.

I would also like to know how many of these calls went unanswered.

Can you please also tell me:

What was the average time for someone to answer the call the non emergency 101 number.

What was the average time for a call to be ended without being answered?

What is the current target time for 101 calls to be answered and how many calls were not answered within that target time?

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

Please see the attached document:

- FOI_25_1064_Data Table.csv

The attached data table provides the following information in answer your request:

- Total_101_Calls
- Total_Abandoned_Calls
- Total_Answered_Within_SLA
- Total_Not_Answered_Within_SLA

- Median_Answer_Time
- Median_PreCallDrop_Time

The current SLA for 101 calls is 80% of calls to be answered within 3 minutes.

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.

The Information Commissioner can be contacted via the following means:

Website - <https://ico.org.uk/>

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post –

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary

MonthYear	Total_101_Calls
Nov-22	12068
Dec-22	10963
Jan-23	12411
Feb-23	11809
Mar-23	12428
Apr-23	11143
May-23	12959
Jun-23	15186
Jul-23	14004
Aug-23	13063
Sep-23	13251
Oct-23	11774
Nov-23	10481
Dec-23	10180
Jan-24	11250
Feb-24	10687
Mar-24	11377
Apr-24	10998
May-24	11377
Jun-24	10989
Jul-24	11305
Aug-24	11731
Sep-24	10845
Oct-24	10828
Nov-24	10195
Dec-24	9734
Jan-25	10021
Feb-25	9396
Mar-25	11193
Apr-25	11069
May-25	11758
Jun-25	11896
Jul-25	13412
Aug-25	12358
Sep-25	11150
Oct-25	11760

MonthYear	Total_Abandoned_Calls
Nov-22	4663
Dec-22	2785
Jan-23	2679
Feb-23	3658
Mar-23	4888
Apr-23	3754
May-23	5154
Jun-23	9060
Jul-23	6744
Aug-23	5616
Sep-23	6058
Oct-23	4035
Nov-23	2408
Dec-23	1846
Jan-24	1793
Feb-24	1696
Mar-24	1672
Apr-24	1583
May-24	1257
Jun-24	918
Jul-24	908
Aug-24	1685
Sep-24	1241
Oct-24	1272
Nov-24	1034
Dec-24	749
Jan-25	336
Feb-25	354
Mar-25	852
Apr-25	1105
May-25	1790
Jun-25	1549
Jul-25	2305
Aug-25	1799
Sep-25	986
Oct-25	1048

MonthYear	Total_Answered_Within_SLA
Nov-22	3691
Dec-22	5476
Jan-23	7009
Feb-23	4936
Mar-23	3960
Apr-23	4106
May-23	4284
Jun-23	2094
Jul-23	3218
Aug-23	3620
Sep-23	3475
Oct-23	4646
Nov-23	5977
Dec-23	6541
Jan-24	7542
Feb-24	7307
Mar-24	8011
Apr-24	7669
May-24	8543
Jun-24	8939
Jul-24	9127
Aug-24	8101
Sep-24	8321
Oct-24	8164
Nov-24	7963
Dec-24	8174
Jan-25	9235
Feb-25	8550
Mar-25	9214
Apr-25	8824
May-25	8147
Jun-25	8649
Jul-25	8679
Aug-25	8558
Sep-25	8870
Oct-25	9353

MonthYear	Total_Not_Answered_Within_SLA
Nov-22	3714
Dec-22	2702
Jan-23	2723
Feb-23	3215
Mar-23	3580
Apr-23	3283
May-23	3521
Jun-23	4032
Jul-23	4042
Aug-23	3827
Sep-23	3718
Oct-23	3093
Nov-23	2096
Dec-23	1793
Jan-24	1915
Feb-24	1684
Mar-24	1694
Apr-24	1746
May-24	1577
Jun-24	1132
Jul-24	1270
Aug-24	1945
Sep-24	1283
Oct-24	1392
Nov-24	1198
Dec-24	811
Jan-25	450
Feb-25	492
Mar-25	1127
Apr-25	1140
May-25	1821
Jun-25	1698
Jul-25	2428
Aug-25	2001
Sep-25	1294
Oct-25	1359

MonthYear	Median_Answer_Time
Nov-22	174.51
Dec-22	18
Jan-23	4
Feb-23	78.5
Mar-23	145.51
Apr-23	112.5
May-23	123
Jun-23	431.5
Jul-23	247.51
Aug-23	196.5
Sep-23	194
Oct-23	87.49
Nov-23	4
Dec-23	4
Jan-24	4
Feb-24	4
Mar-24	4
Apr-24	4
May-24	4
Jun-24	4
Jul-24	4
Aug-24	4
Sep-24	4
Oct-24	4
Nov-24	4
Dec-24	4
Jan-25	4
Feb-25	4
Mar-25	4
Apr-25	4
May-25	4
Jun-25	4
Jul-25	4
Aug-25	2.5
Sep-25	2.5
Oct-25	2.5

MonthYear	Median_PreCallDrop_Time
Nov-22	232.01
Dec-22	192.49
Jan-23	177.01
Feb-23	190.76
Mar-23	265.23
Apr-23	237
May-23	240.5
Jun-23	322
Jul-23	277.5
Aug-23	268.5
Sep-23	248.51
Oct-23	214
Nov-23	182
Dec-23	151.23
Jan-24	151.49
Feb-24	155.01
Mar-24	142
Apr-24	144.51
May-24	136
Jun-24	132.5
Jul-24	128.5
Aug-24	153
Sep-24	149
Oct-24	136.75
Nov-24	132.5
Dec-24	146.5
Jan-25	102.25
Feb-25	97.26
Mar-25	125.5
Apr-25	132.95
May-25	154
Jun-25	142.5
Jul-25	162.5
Aug-25	142.5
Sep-25	132.5
Oct-25	129.51