



Freedom of Information Request

REQUEST NUMBER: HC/001629/17

KEYWORD: Crime Statistics

Request	Response
I am investigating the impact of recent terrorist atrocities on police 999 and 101 services. I am requesting the following information in accordance with the Freedom of Information Act 2000. 1) Please state the number of a) 999 calls b) 101 calls received by your force's control room from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month. 2) Please state the number of a) 999 calls b) 101 calls that were abandoned or terminated before being answered by an operator in your force's control room from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month. 3) Please state the waiting time targets for your force for a) 999 calls b) 101 calls 4) Please state the number of a) 999 calls b) 101 calls that breached your force's waiting time targets from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month.	Points 1 to 4 Please see tables below. Point 5 Hampshire Constabulary does not hold this information. Point 6 Hampshire Constabulary does not hold this information. Point 7 Hampshire constabulary does not hold this information as no separate policy exists for calls outside the force area.

5) Please state the 95th percentile waiting time for a) 999 calls b) 101 calls received by your force's control room. Please provide information from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month. 6) Please state the number of a) 999 calls b) 101 calls your control room received from outside you force area. Please provide information from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month. 7) Please provide a copy of your forces guidance for answering calls from outside your force area. Please include a copy of any guidance explaining why your force might receive these calls.	
--	--

999 Measure: 90% within 10 seconds

	Received	All Abandoned	Calls Over 10 seconds
Jan-16	16,742	88	1,099
Feb-16	15,447	115	1,082
Mar-16	16,877	92	1,046
Apr-16	17,164	128	1,147
May-16	19,528	154	1,781
Jun-16	19,454	243	2,589
Jul-16	21,545	248	2,851
Aug-16	21,034	216	2,596
Sep-16	20,443	386	3,604
Oct-16	20,470	349	2,832
Nov-16	17,364	132	1,191
Dec-16	18,514	122	1,495
Jan-17	16,100	106	767
Feb-17	16,180	138	1,341
Mar-17	19,072	131	1,719
Apr-17	19,241	291	2,261
May-17	20,721	212	2,688
Jun-17	23,172	490	4,186
Total	339,068	3,641	36,275

101 Measure: 75% within 60 seconds

	Received	All Abandoned	Calls Over 60 seconds
Jan-16	50,089	4,300	9,368
Feb-16	47,921	3,939	9,402
Mar-16	53,291	6,637	10,272
Apr-16	54,480	8,579	9,356
May-16	59,403	8,184	13,022
Jun-16	58,885	9,578	19,028
Jul-16	61,080	10,122	20,727
Aug-16	59,441	9,076	20,763
Sep-16	59,570	10,847	23,683
Oct-16	56,678	11,000	23,301
Nov-16	50,573	3,612	9,667
Dec-16	48,175	3,742	8,775
Jan-17	48,871	3,039	8,042
Feb-17	46,836	3,837	10,450
Mar-17	55,082	5,297	13,507
Apr-17	53,460	7,090	16,419
May-17	60,421	9,803	23,436
Jun-17	61,560	16,663	33,628
Total	985,816	135,345	282,846