

FOIA - 685/20 - 999 and 101 Calls

Please state the number of 999 calls received by your force's control room in the 3 years (1st January 2015 to 31 December 2018). Please breakdown the number of calls by calendar month and year

Month	2015	2016	2017	2018	Total
Jan	14009	14515	16080	17041	61645
Feb	13692	14456	15826	15808	59782
Mar	15047	15275	18360	18389	67071
Apr	16474	15094	20222	17558	69348
May	16610	17591	20350	20749	75300
Jun	17024	16880	20466	20676	75046
Jul	18192	20045	23067	22943	84247
Aug	19014	19269	22679	21323	82285
Sep	17749	19241	20418	20241	77649
Oct	17798	18663	22754	21132	80347
Nov	16344	15495	19200	19550	70589
Dec	18603	18905	20490	20092	78090
Total	202571	207445	241929	237520	889465

Please state the number of 101 calls received by your force's control room in the 3 years (1st January 2015 to 31 December 2018). Please breakdown the number of calls by calendar month and year.

Month	2015	2016	2017	2018	Total
Jan	88824	99172	84284	70395	342675
Feb	85048	102667	78173	64196	330084
Mar	97174	105916	90995	73586	367671
Apr	121941	104204	90021	73063	389229
May	114464	112695	94731	80265	402155
Jun	125028	111008	94472	75642	406150
Jul	128537	114293	96833	80675	420338
Aug	118810	93974	84932	63265	360981
Sep	124016	88110	76257	59569	347952
Oct	116154	84514	83003	62253	345924
Nov	115136	75185	74328	56380	321029
Dec	102024	78028	70461	51493	302006
Total	1337156	1169766	1018490	810782	4336194

Please provide the grading (i.e Emergency/Priority/Scheduled/Resolution without deployment OR equivalent) for the 999 calls to your force's control room in the 3 years (1st January 2015 to 31 December 2018). Please breakdown the number of calls by calendar month and year.

2015	Grade					Total
	1	2	3	4	5	
Jan	2407	4864	1408	347	603	9629
Feb	2318	4799	1331	299	536	9283
Mar	2637	5138	1491	294	521	10081
Apr	2713	5593	1662	327	543	10838
May	2860	5737	1419	562	637	11215
Jun	2767	5705	1305	626	696	11099
Jul	3034	6064	1157	685	840	11780
Aug	3258	6485	1212	711	801	12467
Sep	2478	5836	793	857	996	10960
Oct	2399	5995	756	900	1134	11184
Nov	2279	5544	681	825	1068	10397
Dec	2781	6018	634	754	1068	11255
Total	31931	67778	13849	7187	9443	130188

Grade	Description
1	Within 10 minutes / Rural - Within 20 minutes
2	Within 1 hour
3	Within 4 hours
4	Scheduled appointment
5	Resolved without deployment

2016	Grade					Total
	1	2	3	4	5	
Jan	2510	5178	499	669	979	9835
Feb	2173	5108	458	662	932	9333
Mar	2355	5305	533	699	923	9815
Apr	2331	5217	573	615	913	9649
May	2705	6020	668	651	1171	11215
Jun	2566	5720	715	712	1151	10864
Jul	2938	6365	840	864	1352	12359
Aug	2725	6247	845	851	1417	12085
Sep	2710	6145	879	796	1344	11874
Oct	2612	5818	930	748	1547	11655
Nov	2264	4980	769	701	1312	10026
Dec	2745	5917	774	710	1527	11673
Total	30634	68020	8483	8678	14568	130383

2017	Grade					Total
	1	2	3	4	5	
Jan	2277	5377	722	651	1489	10516
Feb	2245	4945	726	604	1373	9893
Mar	2626	5832	890	690	1553	11591
Apr	2654	5842	936	709	1701	11842
May	2778	6218	1032	694	1678	12400
Jun	2798	6034	1102	704	1851	12489
Jul	2965	6810	1088	774	2239	13876
Aug	3147	6725	1186	803	2170	14031
Sep	2658	6138	995	738	2082	12611
Oct	2864	6706	1105	795	2212	13682
Nov	2800	5751	828	663	1897	11939
Dec	3062	5929	732	628	1774	12125
Total	32874	72307	11342	8453	22019	146995

2018	Grade					Total
	1	2	3	4	5	
Jan	2788	5362	689	627	1745	11211
Feb	2661	4853	357	606	1677	10154
Mar	3023	5390	484	662	1906	11465
Apr	2972	5346	532	609	1847	11306
May	3391	5991	594	643	2084	12703
Jun	3495	6208	472	591	2086	12852
Jul	3865	6711	660	593	2245	14074
Aug	3525	6217	511	599	2130	12982
Sep	3477	6315	477	542	2224	13035
Oct	3482	6790	451	574	2267	13564
Nov	3376	6103	375	538	2225	12617
Dec	3642	6113	365	510	2068	12698
Total	39697	71399	5967	7094	24504	148661

Please provide the grading (i.e Emergency/Priority/Scheduled/Resolution without deployment OR equivalent) for the 101 calls to your force's control room in the 3 years (1st January 2015 to 31 December 2018). Please breakdown the number of calls by calendar month and year.

2015	Grade					Total
	1	2	3	4	5	
Jan	891	5915	7258	3421	2350	19835
Feb	933	5991	7321	3239	2253	19737
Mar	1071	6815	8719	3682	2470	22757
Apr	1090	6861	8856	3583	2235	22625
May	1104	6984	7593	4717	2308	22706
Jun	1169	6944	7084	5298	2497	22992
Jul	1251	7004	6725	5362	3171	23513
Aug	1317	7090	6475	5236	3093	23211
Sep	904	6339	3947	5282	4017	20489
Oct	965	6753	3682	5631	4734	21765
Nov	925	6160	3297	5272	4682	20336
Dec	970	6528	2954	5030	4949	20431
Total	12590	79384	73911	55753	38759	260397

Grade	Description
1	Within 10 minutes / Rural - Within 20 minutes
2	Within 1 hour
3	Within 4 hours
4	Scheduled appointment
5	Resolved without deployment

2016	Grade					Total
	1	2	3	4	5	
Jan	968	6005	2834	4861	4968	19636
Feb	903	6039	2813	4984	5381	20120
Mar	1060	6701	3362	5327	5595	22045
Apr	988	6368	3347	5025	5515	21243
May	962	6758	3774	4409	6860	22763
Jun	1015	6249	3524	4266	6146	21200
Jul	1124	6388	4201	4556	6685	22954
Aug	1079	6394	3845	4455	6637	22410
Sep	1052	6093	3775	4443	6214	21577
Oct	933	6018	3820	4351	6626	21748
Nov	847	5130	3146	3882	6309	19314
Dec	848	4966	3109	3733	6265	18921
Total	11779	73109	41550	54292	73201	253931

2017	Grade					Total
	1	2	3	4	5	
Jan	891	5298	3357	3740	6774	20060
Feb	842	4832	3007	3336	6479	18496
Mar	990	5595	3708	3820	7413	21526
Apr	949	4898	3260	3324	6724	19155
May	929	5383	3752	3480	7255	20799
Jun	871	5140	3812	3389	7170	20382
Jul	933	4717	3181	3143	7699	19673
Aug	899	5076	3479	3129	8175	20758
Sep	747	4469	3116	3201	7798	19331
Oct	829	5084	3242	3265	7904	20324
Nov	794	4890	2970	3028	7380	19062
Dec	865	4706	2566	2645	6530	17312
Total	10539	60088	39450	39500	87301	236878

2018	Grade					Total
	1	2	3	4	5	
Jan	866	4832	2668	2830	7022	18218
Feb	986	5341	1738	3016	6844	17925
Mar	1107	5945	1999	3263	7972	20286
Apr	1141	6144	2446	3164	7963	20858
May	1213	6791	2680	3400	8363	22447
Jun	1231	6758	2220	3236	7900	21345
Jul	1253	6687	2608	3075	8176	21799
Aug	1172	6374	2202	2942	7710	20400
Sep	965	5931	1915	2734	7324	18869
Oct	1115	6210	1794	3052	7713	19884
Nov	1048	5722	1678	2870	7169	18487
Dec	1057	5453	1378	2539	6723	17150
Total	13154	72188	25326	36121	90879	237668

You will note some disparity in the numbers between the first two questions and the grading ones. This is due to the fact that question one and two are taken from the Comms sheet stats and the grading has to be taken from the incident table, The incidents will only record each incident once but a single incident can generate many calls , hence the disparity in the figures.