



Our Ref: 004113/20

Your Ref:

Address Correspondence to: Information Management

Date 07 January 2021

### **Freedom of Information Act 2000**

I write further to your request for information received 10/12/2020.

I note you seek access to the following information:

1. *Between 1 March 2020 and 1 December 2020, how many 101 calls were recorded as NOT having been answered?*
2. *Between 1 March 2020 and 1 December 2020, what was the average time for a response 101 calls?*
3. *Between 1 March 2020 and 1 December 2020, what was the longest time it took for a caller to get a response to a 101 call?*
4. *Between 1 March 2020 and 1 December 2020, how many 101 calls were received (answered or unanswered) by your force?*

Following receipt of your request, searches were conducted within Leicestershire Police to locate information relevant to your request.

### **Your request for information has now been considered and the information asked for is as follows: -**

Leicestershire Police recorded the below in relation to your request for the period 1 March 2020 to 1 December 2020:

1. 27,814 101 calls were recorded as not having been answered.
2. The average time for response to 101 calls was 1 minute 12 seconds.
3. The longest time it took for a caller to get a response to a 101 call was 2 hours 22 minutes.
4. 196,135 101 calls were received by Leicestershire Police (including both answered and unanswered calls).

Leicestershire Police provides you the right to ask for a re-examination of your request under its review procedure. Letters should be addressed to Information Manager, Corporate Services Department at the above address. If you decide to request such a review and having followed the Force's full process you are still dissatisfied, then you have the right to direct your comments to the Information Commissioner who will give it consideration.

Yours sincerely

Freedom of Information Officer  
Leicestershire Police

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