



Our Ref: 003051/23

Your Ref:

Address Correspondence to: Information Management

Date 22 August 2023

Freedom of Information Act 2000

I write further to your request for information received 03/08/2023.

I note you seek access to the following information:

I write, under the terms of the Freedom of Information Act, to request the number of 999 calls where responses exceeded your internal response time targets, between July 2022 and July 2023.

As part of this request, I would like the information to be broken down into the following:

i) The number of 999 calls received between July 2022 and July 2023, broken down into months, and a grand total;

ii) Out of these 999 calls, how many were flagged as no unit/resource available, and how many were not attended within 15 minutes

iii) Your incident response time targets, and how many times these targets were missed during the above time frame;

iv) The average time for a 999 call to be attended;

v) The longest period of time for a 999 call to be attended.

Please present the information in Excel format.

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: -

Please see the attachment to the Email.

Please note: - You ask about attendance for 999 calls. However, the data for incoming 999 calls are kept on Openscape whereas incident attendance is on Storm. These two systems cannot be reliably linked and not all 999 calls will have an incident created.

For your request Leicestershire Police have included emergency calls (999) and emergency incidents (grade 1 responses). It should be noted that not all 999 calls will require a grade 1 response so incident numbers will be much lower than the numbers of calls received. We have also included as assistance an extra column that was not asked for (column B) showing grade 1 incidents by month.

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.

Freedom of Information Officer
Leicestershire Police

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