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Our Ref: FOI2018/00848

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/00848

I write in connection with your request for information received on 15th February. I note you seek access to the following information:

Please can you let me know the following information for 101 calls for each month from February 2017 until January 2018.

- 1. Total number of calls to 101.**
- 2. Total number of call abandoned before connection to a switchboard.**
- 3. Average waiting time before connection to switchboard to triage calls.**
- 4. Total number of calls transferred from switchboard to a call handling agent.**
- 5. Average waiting time of calls transferred from switchboard to a call handling agent.**
- 6. Total number of abandoned calls once transferred from switchboard to the call handling agent queuing system.**

I am required by the Freedom of Information Act 2000 (The Act) to handle all requests in a manner that is blind to the identity of the requestor. Any information released in response to a request is regarded as being published and therefore, in the public domain without caveat.

Following enquiries within the Constabulary please see our response below.

Response – Please see the below table detailing the information you have requested.

Hertfordshire is not configured to answer 101 calls in the manner outlined in the request as we do not have a switchboard to triage calls. Calls are directly answered by a call handling agent at the first point of contact without the intervention of a switchboard. The information requested is therefore -

Herts 101s	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Calls Received	33692	42014	35142	38108	39260	38635	34745	33757	35134	33876	29652	31451
Calls Abandoned	2828	3058	3452	3171	5393	4721	4649	5049	3351	3524	4855	2574
Average Waiting Time (sec)	53	49	61	55	84	80	84	96	66	72	87	56

The numerical data presented in this response is an un-audited snapshot of un-published data sourced from "live" systems and is subject to the interpretation of the original request by the individual extracting the data.

Should you have any further enquiries concerning this matter please do not hesitate to contact me quoting the above reference number.

Yours sincerely

James Hodson
 Information Rights

Hertfordshire Constabulary provides you the right to request an independent review of this response under its review procedure. If you require such a review you must notify us within two months from the date of this letter. After lodging a complaint with Hertfordshire Constabulary if you are still dissatisfied with the decision you may make an application to the Information Commissioner. For information on how to make a complaint please visit their website at <https://ico.org.uk/concerns/> or contact them on 0303 123 1113.