



SUFFOLK CONSTABULARY

Control Room: Call Handling Data

Data Period: April 2020

999

Suffolk Police have received **6,002** 999 calls and on average answered within **4** seconds.
94.7% of these calls were answered within 10 seconds.

101

During this period, Suffolk Police have also received **22,218** calls to 101.

When dialling 101, callers are presented with a series of options. A number of these allow self-service.

Out of the 101 calls above, **82.5%** continued past this stage without selecting a self-service option.

Those not requiring one of the self-service options are put through to a switchboard call handler.

In this period, our switchboard received a total of **16,856** calls.

On average, the time to answer a call is **18** secs. **27.9%** of these calls were managed at this point.

A majority of the remaining **72.1%** continued to a control room operator following a risk assessment under the THRIVE policing model (Threat, Harm, Risk, Investigation, Vulnerability, Engagement).

Following this assessment, calls are placed into the appropriate queue as follows:

Call Type	Calls Received	Calls Answered	Average Answer Time
Emergency	382	381	00:00:04
Priority	3,355	2,786	00:05:24
Routine	6,315	3,984	00:08:40
Advice	835	489	00:12:09
Partners	1,084	999	
Other	125	81	
<i>Total</i>	12,096	8,720	

Call groups consist of multiple priority-based queues, e.g. Priority includes calls under Domestic, Mental Health, Public Safety or those triaged as urgent.

The switchboard is not routinely open during the night. Calls received at this time continue straight to an operator if selecting the relevant option.

Calls listed under 'Partners' will also include calls accessing via routes other than 101, i.e. dedicated direct dial.