



# SUFFOLK CONSTABULARY

## Control Room: Call Handling Data

**Data Period:** August 2021

### 999

**Suffolk Police** have received **9,905** 999 calls and on average answered within **8** seconds.  
**86.3%** of these calls were answered within 10 seconds.

### 101

During this period, Suffolk Police have also received **19,747** 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, **79.2%** 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 **13,837** calls.

On average, the time to answer a call is **17** secs. **26.9%** of these calls were managed at this point.

A majority of the remaining **73.1%** 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	843	834	00:00:10
Priority	2,643	1,997	00:09:45
Routine	5,004	2,535	00:13:42
Advice	248	78	00:17:34
Partners	2,572	2,393	
Other	201	100	
<i>Total</i>	<b>11,511</b>	<b>7,937</b>	

*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.*