

6 September 2024

FOI Ref 17100

Request - You asked us the following:

I asked for: "The average time callers spent on hold."

The response given does not accurately reflect other data that I hold, therefore I believe I have failed to be clear enough (in my attempt to not over-explain).

By 'hold' I specifically mean time spent in the queue that the caller is placed in by the initial call handler.

So, to rephrase and expand:

Could you please provide data for the months April, May, June 2023, and April, May, June 2024 – in the same format as previously requested – that shows the average time callers spent on hold in the 101-queueing system between being triaged by the first handler and speaking with an officer about the incident.

Could you please provide data for the months April, May, June 2024 – in the same format as previously requested – that shows the longest time a caller spent on hold in the 101-queueing system between being triaged by the first handler and speaking with an officer about the incident.

Could you please provide data for the months April, May, June 2023, and April, May, June 2024 – in the same format as previously requested – that shows the average duration of 101 calls.

Could you please provide data for the months April, May, June 2023, and April, May, June 2024 – in the same format as previously requested – that shows the duration of the longest 101 call.

I asked for: "The number of calls that were disconnected by the caller before speaking to an officer."
I would just like to expand on that information a little.

Could you please provide for the months April, May, June 2024, the total number of 101 calls disconnected by any means before speaking with an officer.

We received your request on 29/07/2024 and have processed this under the Freedom of Information Act (FOIA).

Please find below our response.

Staffordshire Police holds the following requested information.

- Could you please provide data for the months April, May, June 2023, and April, May, June 2024 – in the same format as previously requested – that shows the average time callers spent on hold in

the 101-queueing system between being triaged by the first handler and speaking with an officer about the incident. – **Information held.**

- Could you please provide data for the months April, May, June 2024 – in the same format as previously requested – that shows the longest time a caller spent on hold in the 101-queueing system between being triaged by the first handler and speaking with an officer about the incident. – **Information held.**
- Could you please provide data for the months April, May, June 2023, and April, May, June 2024 – in the same format as previously requested – that shows the average duration of 101 calls. – **Information held.**
- Could you please provide data for the months April, May, June 2023, and April, May, June 2024 – in the same format as previously requested – that shows the duration of the longest 101 call. – **Information held.**
- Could you please provide for the months April, May, June 2024, the total number of 101 calls disconnected by any means before speaking with an officer. – **Information held.**

Staffordshire Police discloses the following information.

- Could you please provide data for the months April, May, June 2023, and April, May, June 2024 – in the same format as previously requested – that shows the average time callers spent on hold in the 101-queueing system between being triaged by the first handler and speaking with an officer about the incident. – **Disclosed, please see accompanying file titled 'FOI 17100 Refinement of 17077 Non-Emergent 101 Calls Data.PDF'.**
- Could you please provide data for the months April, May, June 2024 – in the same format as previously requested – that shows the longest time a caller spent on hold in the 101-queueing system between being triaged by the first handler and speaking with an officer about the incident. – **Disclosed, please see accompanying file titled 'FOI 17100 Refinement of 17077 Non-Emergent 101 Calls Data.PDF'.**
- Could you please provide data for the months April, May, June 2023, and April, May, June 2024 – in the same format as previously requested – that shows the average duration of 101 calls. – **Disclosed, please see accompanying file titled 'FOI 17100 Refinement of 17077 Non-Emergent 101 Calls Data.PDF'.**
- Could you please provide data for the months April, May, June 2023, and April, May, June 2024 – in the same format as previously requested – that shows the duration of the longest 101 call. – **Disclosed, please see accompanying file titled 'FOI 17100 Refinement of 17077 Non-Emergent 101 Calls Data.PDF'.**
- Could you please provide for the months April, May, June 2024, the total number of 101 calls disconnected by any means before speaking with an officer. – **Disclosed, please see accompanying file titled 'FOI 17100 Refinement of 17077 Non-Emergent 101 Calls Data.PDF'.**

Please note that the data presented does not include calls made from withheld numbers.

Please note that this data has been provided to the best of our ability, subject to the limitation of current recording protocols and systems/software.

Every effort is made to ensure that the data presented is accurate and complete. However, it is important to note that this has been extracted from multiple sources, developed for specific policing purposes, for which data extraction methods have not been specifically designed to directly correlate with the terminology of this request. Therefore, the data presented is subject to the inaccuracies and idiosyncrasies inherent in any large-scale recording system.

As a consequence, care should be taken in the interpretation and presentation of this data, so as to not misrepresent the whole or any part of the data disclosed.

Next steps

You can ask us to review our response.

If you would like us to carry out a review of our response, please let us know within two months of the date of receipt of this email, review requests should be addressed to:

foi@staffordshire.police.uk

Or by Post to:

Central Disclosure Unit
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

Please remember to quote the reference number in any future communications.

Freedom of Information
Central Disclosure Unit