



Thames Valley Police
Chief Constable Francis Habgood QPM

Headquarters
Oxford Road
Kidlington
Oxfordshire
OX5 2NX

Mr J Moore

Telephone: 101
Direct dial: 01865 542051
Email: publicaccess@thamesvalley.pnn.police.uk

Our ref: HQ/PA/000042/18
Your ref:

2 February 2018

Dear Mr Moore

I write in response to the above-referenced Freedom of Information Act (FOIA) request submitted on 4 January 2018. Thames Valley Police has now considered this request, which for clarity, has been repeated below:

<u>Request</u>	<u>Response</u>
<p>For the following months - October 2017, November 2017 and December 2017, what were the respective figures for the following questions:</p> <p>1) How long are members of the public waiting for 101 police calls to be answered in each month? Please provide answers in average, shortest and longest.</p> <p>2) How many calls by members of the public waiting for 101 police calls to be answered are abandoned before they are answered, in each month?</p> <p>3) What was the overall number of calls transferred to the 101 police service handlers in each month?</p>	<p>1) & 2) See attached data sheet</p> <p>3) No information held. Thames Valley Police does not record this information, but has provided the overall volume so that this can be calculated (minus the abandoned calls)</p>

Complaint Rights

If you are dissatisfied with the handling procedures or the decision made by Thames



Thames Valley Police
Chief Constable Francis Habgood QPM

Valley Police, you can lodge a complaint with the force to have the decision reviewed within two months of the date of this response. Complaints should be made in writing to the FOI inbox; publicaccess@thamesvalley.pnn.police.uk.

If, after lodging a complaint with Thames Valley Police, you are still unhappy with the outcome, you may make application to the Information Commissioner at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

If you require any further assistance, please do not hesitate to contact this office.

Yours sincerely

Darren Humphries
Public Access
Joint Information Management Unit