



Thames Valley Police
Chief Constable Francis Habgood QPM

Headquarters
Oxford Road
Kidlington
Oxfordshire
OX5 2NX

Peter Bowyer

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

Our ref: HQ/PA/003229/18

25th October 2018

Dear Peter Bowyer,

I write in response to the above-referenced Freedom of Information Act (FOIA) request submitted on the 11th October 2018. Thames Valley Police has now considered this request, which for clarity, has been repeated below:

<u>Request</u>	<u>Response</u>
<p>I am requesting figures relating to the performance of the 101 non-emergency telephone service.</p> <p>Please provide:</p> <ul style="list-style-type: none">- Average total daily call volume- Peak hour average call volume- Abandoned call volume- Average wait time <p>I would like to see these figures broken down by month from October 2017 to September 2018.</p>	<p>Thames Valley Police can confirm that this information is held.</p> <p>Please see the attached data.</p> <p>Notes: Average times to answer will be affected by unprecedented high demand such as weather conditions and high profile events. A number of factors could affect abandoned call rates such as positive nudge messages to prompt callers to report certain crimes online and / or signpost caller's direct to more appropriate authorities to deal with certain enquiries. It would not be possible to determine the reason as to why a call has been abandoned and, as such, all possibilities will be reflected in this data.</p>

Complaint Rights

If you are dissatisfied with the handling procedures or the decision made by Thames Valley Police, you can lodge a complaint with the force to have the decision reviewed



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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

Claire Baldwin
Public Access
Joint Information Management Unit