

999

2016/17	Total Volume	% Answered in 10 secs	Abandoned Calls	In Target	Outside Target
Apr	9106	85.40%	37	7745	1361
May	10195	82.70%	38	8400	1795
Jun	10602	78%	35	8242	2360
Jul	11529	77.20%	52	8860	2669
Aug	11509	77.90%	33	8940	2569
Sep	10507	79.50%	43	8319	2188
Oct	10357	83.10%	60	8557	1800
Nov	8922	90.50%	31	8046	876
Dec	9685	93.80%	29	9057	628
Jan	8601	95.90%	12	8237	364
Feb	8805	89.90%	56	7865	940
Mar	9796	90.70%	37	8851	945

Non Emergency

2016/17	Total Volume	% Answered in 30 secs	Abandoned Calls	In Target	Outside Target
Apr	39587	62.0%	1703	23488	16099
May	43713	55.8%	2056	23245	20468
Jun	44598	47.3%	2181	20063	24535
Jul	46225	49.8%	2138	21955	24270
Aug	44604	55.4%	2697	23216	21388
Sep	44046	50.3%	3423	20433	23613
Oct	41749	60.3%	2915	23417	18332
Nov	38925	72.8%	1560	27202	11723
Dec	37334	78.8%	1325	28375	8959
Jan	32732	81.1%	1685	25179	7553
Feb	36368	70.4%	2489	23851	12517
Mar	41173	66.9%	2862	25630	15543

2017/18	Total Volume	% Answered in 10 secs	Abandoned Calls	In Target	Outside Target
Apr	9418	91.19%	73	8522	896
May	10670	88.10%	94	9317	1353
Jun	10633	86.70%	140	9097	1536
Jul	11586	89.20%	115	10232	1354
Aug	10559	91.40%	88	9570	989
Sep	10111	93.40%	92	9358	753
Oct	10688	88.80%	121	9383	1305
Nov	9265	94.10%	71	8652	613
Dec	11020	93.30%	118	10172	848
Jan	9484	90.80%	110	8512	972
Feb	8656	87.90%	89	7530	1126
Mar	10420	84.30%	158	8651	1769

2018/19	Total Volume	% Answered in 10 secs	Abandoned Calls	In Target	Outside Target
Apr	10253	84.80%	127	8587	1666
May	11809	77.60%	204	9005	2804
Jun	12042	82.10%	173	9744	2298
Jul	13253	82.40%	192	10762	2491
Aug	12155	84.20%	153	10106	2049
Sep	11207	84.30%	128	9340	1867
Oct	11669	89.60%	168	10305	1364
Nov	10815	91.20%	110	9763	1052
Dec	11798	94.10%	93	11014	784
Jan	10381	93.40%	107	9596	785
Feb	10062	90.00%	153	8918	1144
Mar	11691	91.70%	142	10590	1101

2017/18	Total Volume	% Answered in 30 secs	Abandoned Calls	In Target	Outside Target
Apr	39471	75.6%	2358	28057	11414
May	45011	66.1%	4124	27026	17985
Jun	44610	70.1%	3632	28726	15884
Jul	45373	73.4%	3250	30918	14455
Aug	41772	84.1%	1908	33526	8246
Sep	40097	81.0%	1714	31090	9007
Oct	41539	77.8%	2892	30067	11472
Nov	39075	84.8%	1449	31907	7168
Dec	37469	79.7%	2185	28121	9348
Jan	37924	72.4%	2939	25329	12595
Feb	34849	64.0%	3625	19983	14866
Mar	39988	66.8%	3482	24386	15602

2018/19	Total Volume	% Answered in 30 secs	Abandoned Calls	In Target	Outside Target
Apr	39492	72.40%	3152	26310	13182
May	44240	53.50%	6945	19953	24287
Jun	44094	60.20%	5230	23396	20698
Jul	47511	59.20%	5779	24705	22806
Aug	42670	66%	4182	25248	17422
Sep	40705	60.30%	4623	21757	18948
Oct	40457	64.70%	3938	23628	16829
Nov	37235	68.70%	2973	23538	13697
Dec	35834	69.30%	3154	22647	13187
Jan	36760	63.80%	3958	20928	15832
Feb	34432	57.60%	4590	17189	17243
Mar	39357	48.50%	6764	15808	23549