

## **Call Handling Statistics**

In this section, you'll find information about the performance of the Police Service Centre (they answer all calls to our non-emergency number 0845 456 456 4)

If you would like more information about our performance in this or any other area, please contact [Ed Essad](http://www.cambs-police.co.uk/contacthelp/contact/) via <http://www.cambs-police.co.uk/contacthelp/contact/> and select the [General Request Link](#).

## **Glossary of terms**

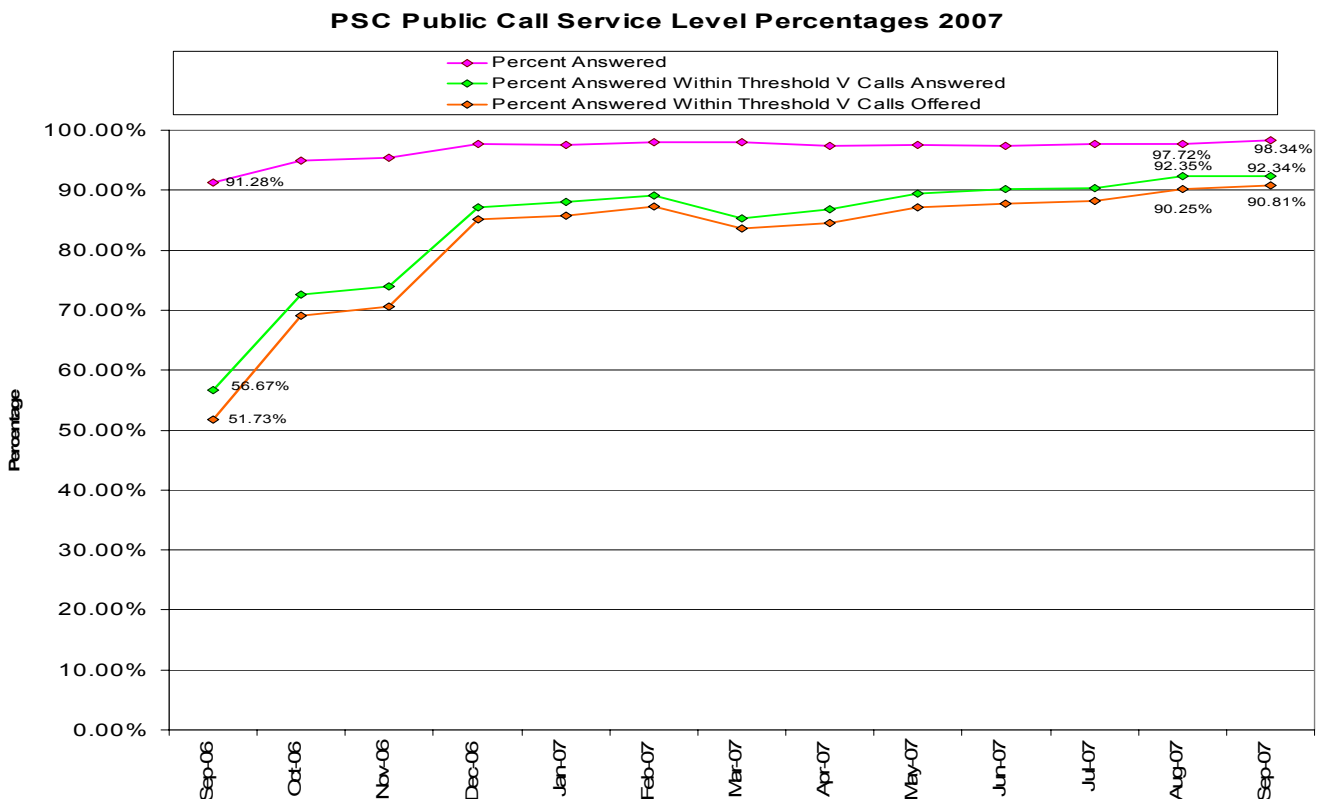
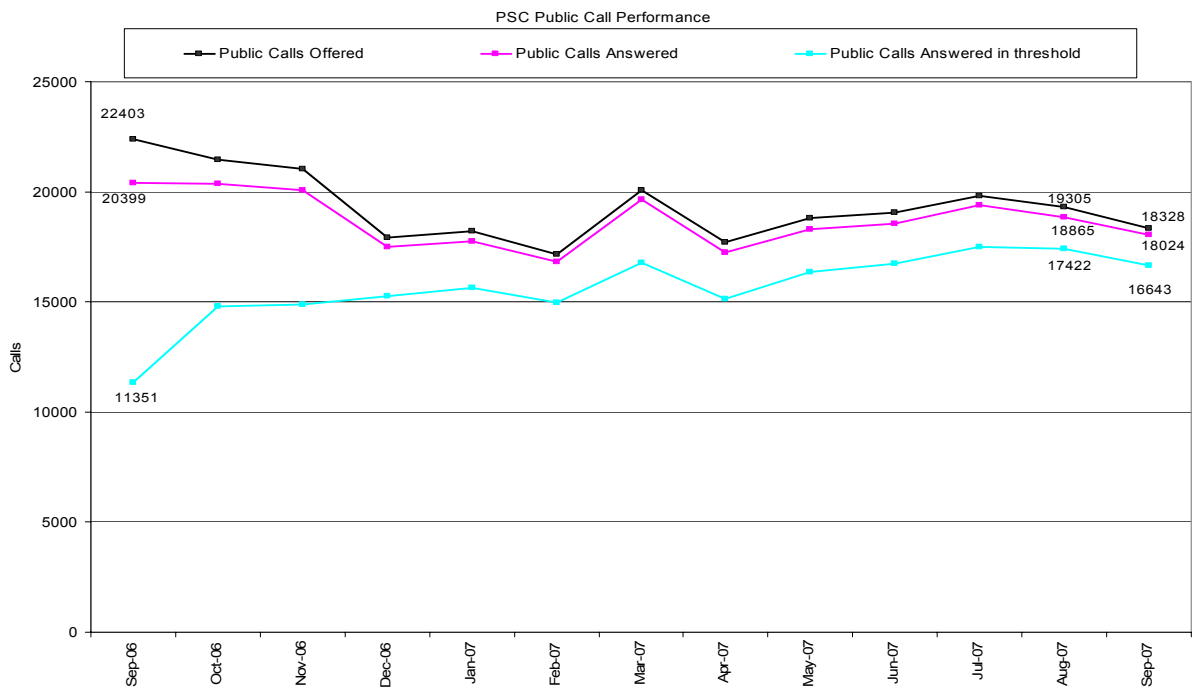
<b>Calls Offered</b>	The number of calls Cambridgeshire Constabulary received from the public
<b>Calls Answered</b>	The number of calls that were answered by the police
<b>Average Wait Time</b>	The average amount of time callers had to wait before the call was answered by the police throughout the month.

# September 07 Results

## Police Service Centre

### Calls Offered / Answered

In total the team answered an average of 591 calls every day throughout the month. Overall, Sep saw a decrease in the number of calls offered with a total of 18328 calls (compared to 19,305 in Aug 07). Over 98.34% of calls were answered (18,024 calls answered in total).



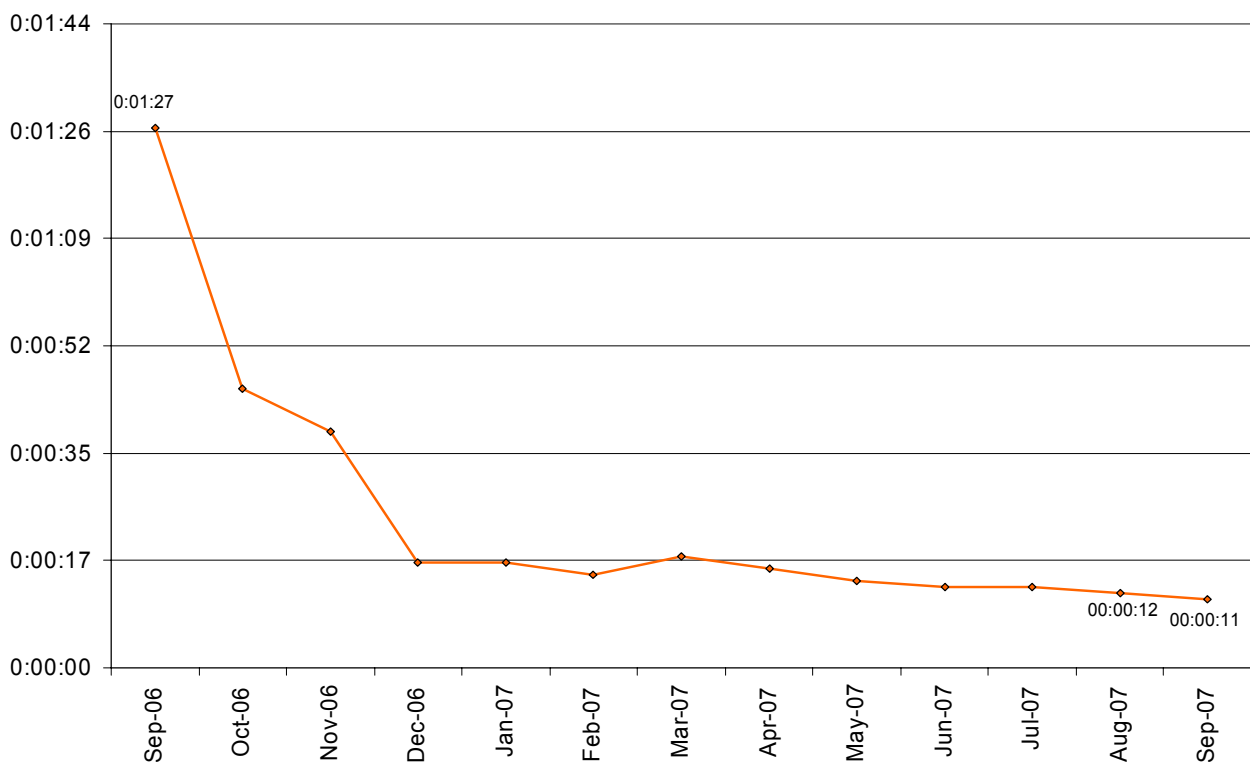
## Average Wait Time

Our aim is to answer 90% of all calls within 30 seconds. In Sep, of 18,328 **offered** calls, 90.81% were answered within 30 seconds. This was an increase of .56 % over Aug and our best performance to date. Of the 18,024 **answered** calls, 92.34% were answered within 30 Seconds.

Overall the average wait time (i.e. the **average** amount of time before the phone was answered) fell from 12 seconds to 11 seconds.

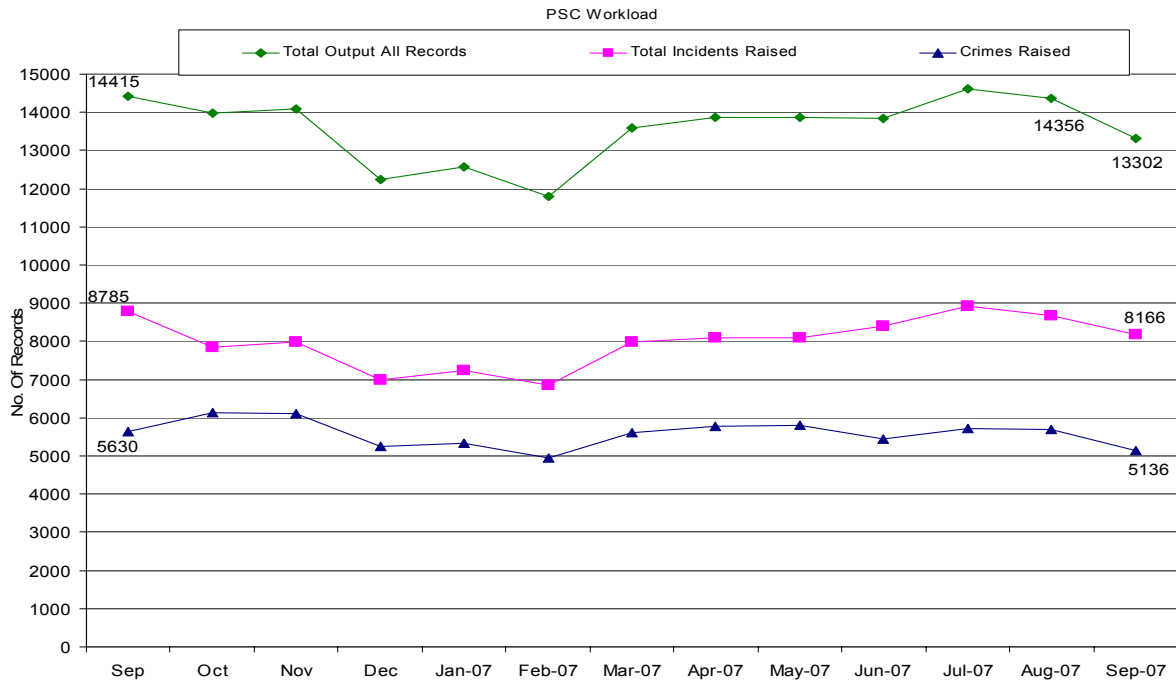
Our least busy times remain between 1200 and 1430 or after 2100 so if you are able to plan your call, these are the best times to call us. Please, if at all possible do not attempt to call between 1430 and 1600

PSC Monthly Average Public Call Waiting Time



## No. of crimes and incidents raised.

In total 13302 crimes and incidents were recorded during September. Of these, 8166 were incidents and 5136 were crimes.



## Call-backs

Cambridgeshire Constabulary have a facility whereby callers could request a call-back from the force rather than waiting on the phone for an Operator.

In September, 287 people requested call-backs.

