

## Item 7 - Appendix A

Appendix A – increase in call volume 14/15 – 16/17 per month, (Other calls include station phones etc)

	Average Calls per Month			Change from 15/16 to 16/17
	14/15	15/16	16/17	
999	30252	30712	34294	3582
101	80622	77418	81941	4522
Other	5797	5414	5298	-116

Both 999 and 101 calls have seen a significant increase in volume, whereas other types of call have fallen.

## Appendix B

Appendix B - Customer Satisfaction across both call groups from independent survey compiled by Fore Performance Improvement Unit (FPIU)

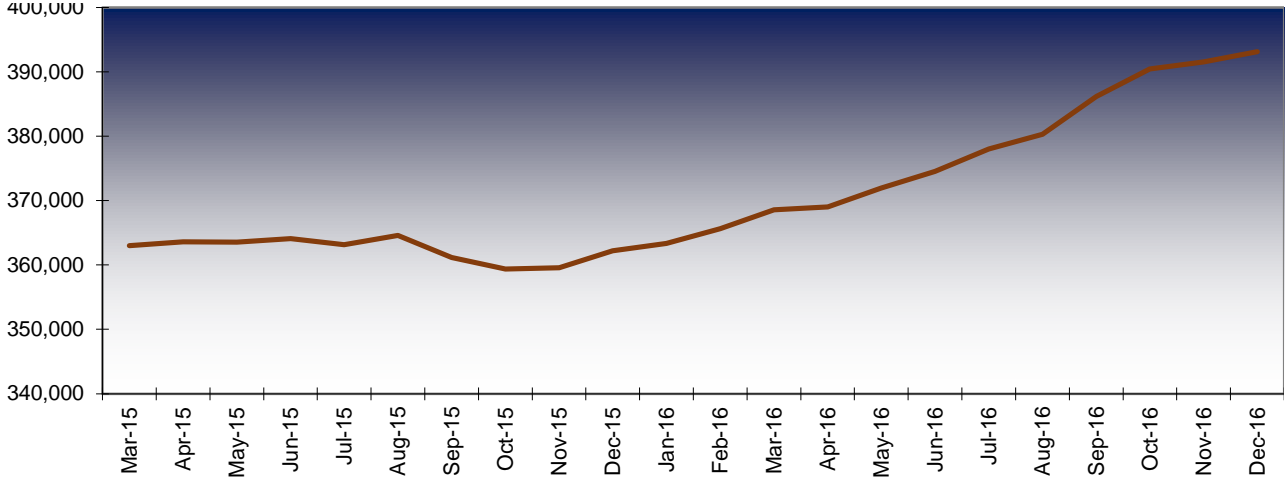
Month	q6 - Satisfaction with ease of contact		
	999 callers % Satisfied	Other telephone callers % Satisfied	All external Callers % Satisfied
Sep-16	97.5%	94.4%	95.4%
Oct-16	97.5%	94.5%	95.4%
Nov-16	97.3%	94.3%	95.2%
Dec-16	97.3%	94.0%	95.0%

Month	q5 - Satisfaction with the ability of the person who took the call to deal with your enquiry		
	999 callers % Satisfied	Other telephone callers % Satisfied	All external Callers % Satisfied
Sep-16	94.8%	96.3%	95.7%
Oct-16	95.0%	96.2%	95.7%
Nov-16	94.5%	95.8%	95.3%
Dec-16	94.5%	95.6%	95.2%

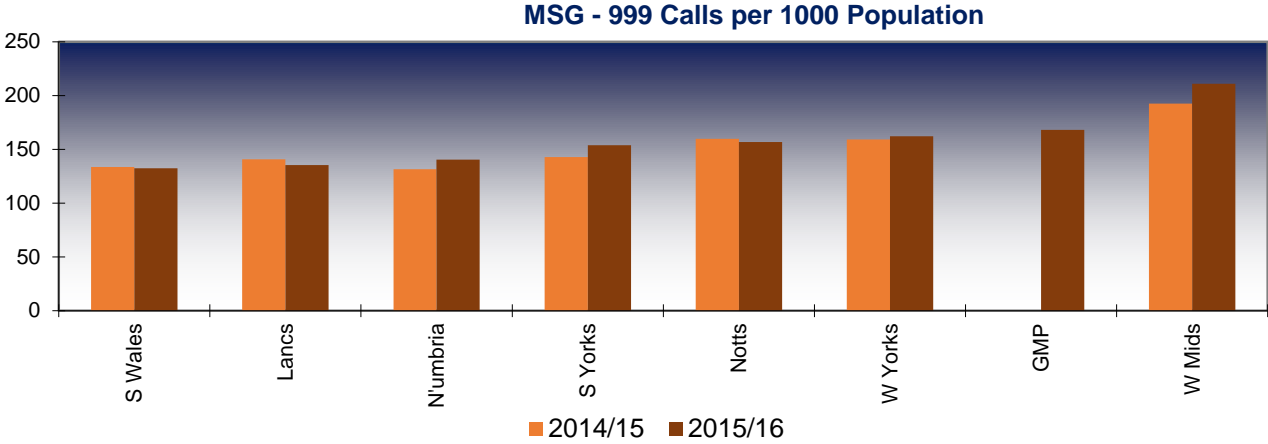
**Appendix C –**

**Increase in 999 calls. March '15 to Dec '16**

12-monthly figures show that after a period of stability and then a slight fall, the recent trend is upwards.



**Appendix D - Most Similar Forces 9s per head of population comparator of demand increase**



Rank	Force	999 calls / 1000 residents
1	South Wales	132.410
2	Lancashire	135.565
3	Northumbria	140.579
4	South Yorkshire	153.952
5	Nottinghamshire	156.696
6	West Yorkshire	162.127
7	Greater Manchester	168.176
8	West Midlands	211.135
	<b>MSG Average</b>	<b>157.580</b>