

FOI17 400

1)	Please state the number of 999 calls received by your service's control room in each of the last five financial years, and the current financial year to 22/09/17.
2)	Please state the number of 999 calls to your ambulance service's control room that were abandoned by the caller , in that the caller ended the call after being connected by the BT operator but before being answered by your control room staff, in each of the last five financial years, and the current financial year to 22/09/17.
3)	Please state the number of 999 calls that were diverted from your control room to that of another ambulance service because your control room was unable to answer it, in each of the last five financial years, and the current financial year to 22/09/17.
4)	Please state the number of 999 calls answered by your service that breached your service's 999 call waiting time targets in each of the last five financial years, and the current financial year to 22/09/17.
5)	Please state the number of occasions that there were no ambulances left to deploy to emergency calls in your service area in each of the last five financial years, and the current financial year to 22/09/17.

April 2012 to March 2013	April 2013 to March 2014	April 2014 to March 2015	April 2015 to March 2016
18474	17144	18228	17628
400 (data only available from 13/9/12)	414	302	488
52	57	44	38
1737 (data only available from 13/9/12)	2030	2305	2251
Information not held	Information not held	Information not held	Information not held

April 2016 to March 2017	April 2016 to 22nd Sept 2017	Caveat / futher information
17788	9483	- we have only included calls received on emergency 999 lines (i.e calls to GP Urgent lines are excluded)
469	395	- Data collected from Call Vision Solution from 13th Sept 2012 (new version of reporting 'go live' date)
66	120	Figures from BT
3169	2275	- These figures are all calls which exceeded a 5 second ring time - Data collected from Call Vision Solution from 13th Sept 2012 (new version of reporting 'go live' date)
Information not held	Information not held	