

Contact: Freedom of Information
Direct Telephone: 0300 122 8752
Extension: 68752
Email: FOI@derbyshire.police.uk
Our reference: 01/FOI/25/007674/F
Your reference:

Date: 18/11/2025

FREEDOM OF INFORMATION REQUEST - REFERENCE NO: 01/FOI/25/007674/F

I write in connection with your request for information which was received by Derbyshire Constabulary on 05/11/2025. I note you seek access to the following information:

- 1. Please can you tell me how many calls to your force's non-emergency police number 101 were made between 1 November 2022 and 1 November 2025.*
- 2. I would also like to know how many of these calls went unanswered.*

Can you please also tell me:

- 3. What was the average time for someone to answer the call the non emergency 101 number.*
- 4. What was the average time for a call to be ended without being answered?*
- 5. What is the current target time for 101 calls to be answered and how many calls were not answered within that target time?*

Result of Searches

Following receipt of your request, searches were conducted within Derbyshire Constabulary to locate any relevant information. The searches located information relevant to your request.

Decision

I have today decided to disclose the located information to you in full.

Question 1 -

Information held.

701,015 calls were made to 101 from 1/11/22 – 31/10/25.

Question 2 –

Derbyshire Constabulary, Headquarters, Butterley Hall, Ripley, Derbyshire, DE5 3RS
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Information held.

90,354 calls were abandoned.

Question 3 –

Information held.

The mean time for calls to be answered during this time frame was 197.8 seconds (nearly 3 minutes and 18 seconds).

Question 4 –

Information held

Due to a system change in April, we can only provide this information from April 2025. From 01/04/25 – 31/10/25 the average wait time before the call was abandoned was 2 minutes and 50 seconds.

Question 5 –

Information held.

We currently aim to answer all 101 calls within 300 seconds, between 01/11/22 – 31/10/25 we answered 68.1% of our calls within that time.

In relation to this data please note the following:

- The data has been extracted from the Constabulary's HR System which is, to all intent a 'living' system in that it is constantly being updated. As such the data can only be verified for the date/time extracted.
- Police forces in the United Kingdom are routinely required to provide statistics to government bodies, and the recording criteria is set nationally. However, the systems used for recording these figures are not generic, nor are the procedures used locally in capturing the data. It should be noted that for these reasons this Constabulary's response to your questions should not be used for comparison purposes with any other response you may receive.

Right to Request a Review (Complaint)

Your attention is drawn to the attached sheet, which details your right of complaint.

I would like to take this opportunity to thank you for your interest in Derbyshire Constabulary.

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Should you have any further enquiries concerning this matter, please write or contact the Freedom of Information Officer, on the above telephone number quoting the reference number in the header.

Yours sincerely

Freedom of Information Officer

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COMPLAINT RIGHTS and COPYRIGHT ISSUES

If you are unhappy with how your request has been handled or you do not think the decision is correct, you have the right to require the Derbyshire Constabulary to review their decision. Prior to lodging a formal complaint you are welcome and encouraged to discuss the decision with the case officer that dealt with your request.

Ask to have the decision looked at again

The quickest and easiest way to have the decision looked at again is to telephone the case officer that is nominated at the end of your decision letter. That person will be able to discuss the decision, explain any issues and assist with any problems.

Complaint

If you are dissatisfied with the handling procedures or the decision that Derbyshire Constabulary have made under the Freedom of Information Act 2000 (the Act) regarding access to information, you can lodge a complaint with the Derbyshire Constabulary to have the decision reviewed. **However, this request must be made within 40 working days from the date of our response.**

Complaints should be made in writing and addressed to **Freedom of Information Officer, Derbyshire Police Headquarters, Butterley Hall, RIPLEY, Derbyshire, DE5 3RS** or via email at foi@derbyshire.police.uk

Where possible the Derbyshire Constabulary will aim to respond to your complaint within 20 working days. However, meeting this time scale will depend upon the circumstances and complexity of the issue.

The Information Commissioner

After lodging a complaint with the Derbyshire Constabulary, if you are still dissatisfied with the decision, you may make an application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make an application to the Information Commissioner please visit their website at www.ico.org.uk. Alternatively, telephone or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF - Telephone: 0303 123 1113.

Important notice regarding Copyright for all disclosures

The Derbyshire Constabulary, in complying with their statutory duty under sections 1 and 11 of the Freedom of Information Act 2000 to release the enclosed information, will not breach the Copyright, Designs and Patents Act 1988. However, the rights of the copyright owner of the enclosed information will continue to be protected by law. Applications for the copyright owner's written permission to reproduce any part of the attached information should be addressed to the Force Solicitor, Derbyshire Constabulary Headquarters, Butterley Hall, Ripley, Derbyshire, DE5 3RS.

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