

POLICE — MOBILE PHONE RESPONSE AUDIT

4100. Mrs M.H. Roberts to the Minister for Police:

I refer to the audit of mobile phone responses from local policing teams, and I ask:

- (a) how many phone calls were made to local policing teams in that week;
- (b) what was the highest number of calls made to a local policing team;
- (c) what was the lowest number of calls made to a local policing team;
- (d) how many calls were answered;
- (e) how many calls were missed;
- (f) of the missed calls, how many calls were returned within one hour;
- (g) what was the median and mean time taken to return a call;
- (h) out of all the local policing teams, what was the highest mean time taken to return calls;
- (i) how many texts were received;
- (j) how many texts were responded to; and
- (k) what was the median and mean time taken to respond to texts?

Mrs L.M. Harvey replied:

- (a) 492, of which 428 were telephone calls.
- (b) 66
- (c) 0
- (d) 232, which includes both text messages and telephone calls.
- (e) 260, of which 140 messages were left. This data includes both text messages and telephone calls.
- (f) Data was not captured for 1 hour or less. Of the 140 messages left, 57 were returned within 2 hours.
- (g) Median time was in the 2 to 12 hour period, mean time was within 2 hours or less.
- (h) Highest mean time by any one Local Policing Team was within 12 to 24 hours.
- (i)–(j) 64
- (k) This information was not collected.