



NORFOLK

CONSTABULARY

Control Room: Call Handling Data

Data Period: March 2026

999

Norfolk Police have received **10,639** 999 calls. On average these were answered within **4** seconds. **93.7%** of these calls were answered within 10 seconds.

101

During this period, Norfolk Police have also received **23,681** calls to 101. When dialling 101, callers are presented with a series of options. A number of these allow self-service. **16.1%** of 101 calls were processed having selected a self-service option. **83.9%** continued past this stage without selecting a self-service option.

Those not requiring one of the self-service options are put through to a switchboard call handler. In this period, our switchboard received a total of **19,877** calls. On average, the time to answer a call was **12** secs. **42.1%** of these calls were managed at this point.

The remaining **11,086** calls were joined by **133** Night Service calls and these continued to a communications officer following a risk assessment under the THRIVE policing model (Threat, Harm, Risk, Investigation, Vulnerability, Engagement).

Following this assessment, calls are placed into the appropriate queue as follows:

Call Type	Calls Received	Calls Answered	Average Answer Time
Emergency	934	927	00:00:03
Priority	4,687	4,026	00:04:57
Routine	3,466	2,924	00:04:18
Advice	211	178	00:04:28
Partners	1,854	1,176	
Other	44	18	
Total	11,196	9,249	

(Night Service Calls fall within 'Routine')

Call groups consist of multiple priority-based queues, e.g. Priority includes calls under Domestic, Mental Health, Public Safety or those triaged as urgent. The switchboard is not routinely open during the night. Calls received at this time continue straight to an operator if selecting the relevant option. Calls listed under 'Partners' will also include calls accessing via routes other than 101, i.e. dedicated direct dial.