

Reference: 01693180

Information Requests
information.requests@ofcom.org.uk

31 October 2023

Freedom of Information request: Right to know request

Thank you for your request for information concerning 999 and 112 call handling response times. Your request was received on 5 October 2023 and we have considered it under the Freedom of Information Act 2000 (the 'FOI Act').

Your request

I'm writing to request information under the freedom of information act on stage one of the 999 and 112 call handling response times (the part done by call handling agents at BT etc).

Please could I have, for each month since January 2018

- a) monthly call volumes to 999/112*
- b) mean time in seconds for a call to be answered by a call handling operator*
- c) median time in seconds for a call to be answered by a call handling operator*
- d) mean time in seconds from the call being answered to a call to be transferred to an emergency service by a call handling operator*
- e) median time in seconds from the call being answered to a call to be transferred to an emergency service by a call handling operator*

It would be great if you could provide the data in the response in a spreadsheet format like excel or csv

Our response

In response to question a) (monthly call volumes to 999/112), whilst we hold such data, we consider this information is exempt from disclosure under section 44 of the FOI Act. Section 44 exempts the disclosure of information which is prohibited by another enactment. In this case the other enactment is section 393(1) of the Communications Act 2003 ('the Act'), which prohibits the disclosure of information which relates to a business and has been obtained in the exercise of Ofcom's functions, unless Ofcom has the consent of the business or one of the statutory gateways for disclosure in section 393(2) of the Act is engaged, neither of which applies here. Section 44 is an absolute exemption under the FOI Act and does not require a public interest test.

With regards to questions b) to e) we do not hold this information.

You may wish to refer to the 999/112 Liason Committee's information on the following webpage:
[999 and 112: the UK's national emergency numbers](#).

If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

Information Requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF