

The Demands on Police Call Handlers



4,400

Average number of contacts the unit receives every day

1,400

Number of 999 calls taken on an average day

95%

Percentage of callers happy with the service offered by handlers across both 999 and 101

6 secs

Average queue time for 999 callers

15%

Percentage of calls handled that are not police matters

67%

Of calls into the unit handled at first contact, currently recruiting more staff to increase staffing levels above last year.

4pm - 7pm

Peak time for calls



Number callers should use to contact police unless it is an emergency. (calls cost 15p regardless of length).

Save time, do it online
#ClickB4UCall

www.westyorkshire.police.uk/ClickB4UCall



**WEST YORKSHIRE
POLICE**

#ClickB4UCall

Did you know that you can use the below online methods, to contact West Yorkshire Police?

Local Crime Tracker

The Local Crime Tracker allows people to find out the status of an ongoing investigation or contact details of the officer in the case, using their crime reference number.

101 Live Chat

Members of the public can have a two-way conversation with a member of the Customer Contact Centre using the Live Chat System. The benefit of this system is that a Contact Centre Agent can provide assistance to a number of people at the same time, rather than being engaged on one phone line, and for quick queries, it is an ideal way to beat the queue.

Ask the Police

West Yorkshire Police has recently signed up to askthepolice.uk which offers answers to frequently asked questions to the police. Residents are urged wherever possible to check on the website or mobile app first to see if they can get an answer to their question without needing to contact the police.

Online crime reporting

You can call 101 to report non-emergency crimes, but there are also ways to report certain crimes on the West Yorkshire Police website. There are dedicated forms for reporting anti-social behaviour, nuisance bikes and hate crime.

West Yorkshire Community Alert

West Yorkshire Community Alert enables members of the public to keep in touch with local police updates. People can sign up for updates from their NPT or Neighbourhood Watch contacts, or join a number of specialised community interest groups such as business watch, dog walkers, motorists or crime prevention.

To find out more about the online services provided by West Yorkshire Police, please visit:

www.westyorkshire.police.uk/contact-us