

CARE CALL MONTHLY STATISTICS

November 2012

CALLS	Apr-12		May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct-12		Nov-12		Dec-12		Jan-13		Feb-13		Mar
	NO	%	NO	%	NO	%	NO	%	NO	%	NO	%	NO	%	NO	%	NO	%	NO	%	NO	%	NO
ACCUMULATIVE NO. OF CALLS	0		26873		39517		52277		65323		77533		91055		103880		103880		103880		103880		103880
NO. CALLS THIS MONTH	12064		14809		12644		12760		13046		12210		13522		12825								
CALLS ANSWERED WITHIN 1 MIN	11737	97.29%	14300	96.56%	12261	96.97%	12379	97.01%	12604	96.61%	11845	97.01%	13179	97.46%	12532	97.72%		#DIV/0!		#DIV/0!		#DIV/0!	
CALLS ANSWERED WITHIN 3 MINS	306	2.54%	447	3.02%	359	2.84%	365	2.86%	417	3.20%	332	2.72%	307	2.27%	277	2.16%		#DIV/0!		#DIV/0!		#DIV/0!	
CALLS ANSWERED >3 MINUTE	21	0.17%	62	0.42%	24	0.19%	16	0.13%	25	0.19%	33	0.27%	36	0.27%	16	0.12%		#DIV/0!		#DIV/0!		#DIV/0!	
NO. EMERGENCY RESPONSES	251		288		265		278		296		291		327		319								
EMERG. RESPONSES WITHIN 30 MINS	249	99.20%	282	97.92%	261	98.49%	274	98.56%	292	98.65%	282	96.91%	320	97.86%	315	98.75%		#DIV/0!		#DIV/0!		#DIV/0!	
>30 MINUTES	2	0.80%	4	1.39%	2	0.75%	2	0.72%	2	0.68%	6	2.06%	6	1.83%	4	1.25%		#DIV/0!		#DIV/0!		#DIV/0!	
> 45 MINUTES	0	0.00%	2	0.69%	2	0.75%	2	0.72%	2	0.68%	3	1.03%	1	0.31%	0	0.00%		#DIV/0!		#DIV/0!		#DIV/0!	

Date	Day	Time Call Received	Time Arrived	Time >30 mins	Location of Call	Reason For Call	Reason For > 30 Mins	Officer
06/11/12	Tues	09:19	10:04	00:11	Anlaby Close Billingham	Lady on floor	On dom. care duties	
12/11/12	Mon	17:57	18:30	00:03	Sheepfoot Hill, Yarm	Silent Response	On another emergency call	
28/11/12	Wed	06:33	07:05	00:02	Belle Vue Court, Norton	Silent Response	On dom. care duties	
29/11/12	Thurs	23:54	00:30	00:06	Clockwood Gardens, Yarm	Lady on floor	On another emergency call	

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