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**From:** COPPINGER, Barry (C8513)  
**Sent:** 09 July 2020 12:12  
**To:** LEWIS, Richard (p2688)  
**Cc:** [REDACTED] DENNIS, Simon (C8527)  
**Subject:** Control room calls and deployments

Richard,

As I've been reviewing the daily executive log, which I do on a daily basis, I'm extremely concerned by the recent set of statistics that are presented, particularly over the last week. For example on 7 July, 9 of the 11 Domestic Abuse immediate calls were listed as a failure, and there have been high levels of failure rate across all priority categories.

Over the last 2 weeks there have also been 7 incidences where the 101 abandonment rate has been over 15%, including at one point up to 33.7%

In advance of the information being received for the Scrutiny, Delivery and Performance meeting on 10 August, I would like some reassurance as to the Force's ability to be able to dispatch to calls effectively, and information to assist me to understand what is taking precedence over the deployment to immediate priority Domestic Abuse cases?

Happy to receive further information, or discuss with yourself or colleagues.

Regards  
Barry



**Barry Coppinger**  
**Police and Crime Commissioner for Cleveland**  
**Office of the Police & Crime Commissioner for Cleveland**

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