

ITEM 14 – DETAILED RESULTS

POLICE STATION RESPONSE TO NON-URGENT CALLS

Borough	Police Station	Connected? (Y or N)	Time taken to connect to local station (mins/seconds)
Barking and Dagenham Borough	Dagenham	n	6.36
Barking and Dagenham Borough	Barking	N	Call timed out
Barking and Dagenham Borough	Marks Gate	y	0.23
Borough Total:		1/3 stations contactable	Average connection time of answered calls: 23 seconds
Barnet Borough	Colindale	n	6.36
Barnet Borough	Whetstone	y	0.17
Barnet Borough	Finchley	y	0.45
Barnet Borough	Golders Green	y	0.45
Barnet Borough	Barnet	y	5.01
Borough total:		4/5	1.42
Bexley Borough	Sidcup	y	0.55
Bexley Borough	Belvedere	y	2
Bexley Borough	Bexleyheath	y	6.34
Borough Total:		3/3	3.09
Brent Borough	Kilburn	y	0.12
Brent Borough	Harlesden	y	0.2
Brent Borough	Chalkhill	y	1.2
Brent Borough	Willesden Green	y	6.08
Brent Borough HQ	Wembley	y	1.17
Borough total:		5/5	1.51
Bromley Borough	Bromley	n	Answerphone then cut off

Borough	Police Station	Connected? (Y or N)	Time taken to connect to local station (mins/seconds)
Bromley Borough	Penge	n	Call timed out
Bromley Borough	Beckenham	no (connected to Orpington instead)	
Bromley Borough	Orpington	y	5.14
	Borough Totals:	1/4	5.14
Camden Borough	Kentish Town	n	Call timed out
Camden Borough	West Hampstead	y	0.28
Camden Borough	Hampstead	y	4.34
Camden Borough	Holborn	y	0.32
Camden Borough	Albany Street	Y	0.55
	Borough Total:	4/5	1.37
Croydon Borough	New Addington	n	6.36
Croydon Borough	Norbury	n	6.36
Croydon Borough	Croydon	n	Answersphone
Croydon Borough	South Norwood	n	Call timed out
Croydon Borough	Kenley	y	0.07
	Borough Totals:	1/5	.07
Ealing	Acton Ealing Borough	No	7
Ealing Borough	Ealing	n	6.36
Ealing Borough	Greenford	y	0.2
Ealing Borough	Southall	y	1.1
Ealing Borough	Norwood Green	y	3.3
	Borough Totals:	3/5	1.40
Enfield Borough	Winchmore Hill	n	6.36
Enfield Borough	Southgate	n	operator gave up after 3 mins 9 secs

Borough	Police Station	Connected? (Y or N)	Time taken to connect to local station (mins/seconds)
Enfield Borough	Enfield	y	0.05
Enfield Borough	Ponders End	y	1
Enfield Borough	Edmonton	y	2.37
	Borough Totals:	3/5	1.14
Greenwich Borough	Greenwich	n	Call timed out
Greenwich Borough	Eltham	y	0.1
Greenwich Borough	Thamesmead	y	0.25
Greenwich Borough	Woolwich	y	2.11
Greenwich Borough	Plumstead	y	3.45
	Borough Totals:	4/5	1.38
Hackney Borough	Stoke Newington	y	0.25
Hackney Borough	Hackney	y	1
Hackney Borough	Dalston Cross	y	1.14
Hackney Borough	Shoreditch	y	1.4
	Borough Totals:	4/4	1.05
Hammersmith & Fulham Borough	Shepherds Bush	y	1.25
Hammersmith & Fulham Borough	Fulham	y	2
Hammersmith & Fulham Borough HQ	Hammersmith	y	5.12
	Borough Totals:	3/3	2.52
Haringey Borough	Wood Green	n	6.36
Haringey Borough	Tottenham	n	cut off
Haringey Borough	Hornsey	y	1.07
	Borough Totals:	1/3	1.07
Harrow Borough	Wealdstone	n	6.36
Harrow Borough	Harrow	n	cut off

Borough	Police Station	Connected? (Y or N)	Time taken to connect to local station (mins/seconds)
Harrow Borough	Pinner	n	operator gave up after 1 min 30
	Borough Totals:	0/3	N/a
Havering Borough	Harold Hill	y	0.19
Havering Borough	Hornchurch	y	0.2
Havering Borough	Rainham	y	0.2
Havering Borough	Upminster	y	0.22
Havering Borough HQ	Havering	n	cut off
	Borough Totals:	4/5	.20
Heathrow Airport	Heathrow	y	0.07
	Borough Totals:	1/1	.07
Hillingdon Borough	West Drayton	n	answerphone
Hillingdon Borough	Hillingdon	y	0.1
Hillingdon Borough	Ruislip	y	1
	Borough Totals:	2/3	.35
Hounslow Borough	Feltham	y	0.31
Hounslow Borough	Chiswick	y	0.44
Hounslow Borough HQ	Hounslow	n	6.36
	Borough Totals:	2/3	.37
Islington Borough	Islington	n	Call timed out
Islington Borough	Holloway	y	2
	Borough Totals:	1/2	2.00
Kensington & Chelsea Borough	Notting Hill	y	0.21
Kensington & Chelsea Borough HQ	Kensington	y	0.33
Kensington and Chelsea Borough	Chelsea	y	2.45
	Borough Totals:	3/3	1.13

Borough	Police Station	Connected? (Y or N)	Time taken to connect to local station (mins/seconds)
Kingston-upon-Thames Borough	Surbiton	n	answerphone
Kingston-upon-Thames Borough	New Malden	y	0.23
Kingston-upon-Thames Borough	Kingston	y	0.35
	Borough Totals:	2/3	0.29
Lambeth Borough	Clapham	n	2 mins then cut off
Lambeth Borough	Vauxhall	n	5.10 then cut off
Lambeth Borough	Streatham	n	answerphone
Lambeth Borough	Gipsy Hill	y	0.02
Lambeth Borough	Cavendish Road	y	0.1
Lambeth Borough	Brixton	y	0.15
	Borough Totals:	3/6	.09
Lewisham Borough	Catford	n	6.36
Lewisham Borough	Brockley	n	2 mins then cut off
Lewisham Borough	Lewisham	n	call timed out
Lewisham Borough	Sydenham	y	1.35
Lewisham Borough	Deptford	y	2.12
	Borough Totals:	2/5	1.53
Merton Borough	Morden	n	6.36
Merton Borough	Wimbledon	y	0.33
Merton Borough	Mitcham	y	3.07
	Borough Totals:	2/3	1.50
Newham Borough	Forest Gate	y	0.14
Newham Borough	Plaistow	y	0.35
Newham Borough	East Ham	y	0.44

Borough	Police Station	Connected? (Y or N)	Time taken to connect to local station (mins/seconds)
Newham Borough	Stratford	y	0.5
Newham Borough	North Woolwich	y	4
	Borough Totals:	5/5	1.17
Redbridge Borough	Woodford	n	6.36
Redbridge Borough	Barkingside	N	Call timed out
Redbridge Borough	Wanstead	y	0.58
Redbridge Borough HQ	Ilford	n	cut off - after 5 mins
	Borough Totals:	1/4	0.58
Richmond-upon-Thames Borough	Teddington	n	.40 operator only
Richmond-upon-Thames Borough	Twickenham	n	Cut off
Ricmond-upon-Thames Borough	Richmond	y	0.15
	Borough Totals:	1/3	0.15
Southwark Borough	Southwark	n	6.36
Southwark Borough	East Dulwich	n	Answerphone
Southwark Borough	Peckham	n	answerphone
Southwark Borough	Rotherhithe	y	0.1
Southwark Borough	Walworth	y	4.57
	Borough Totals:	2/5	2.33
Sutton Borough	Worcester Park	n	4.47 - operator gave up
Sutton Borough	Sutton	n	Call timed out
Sutton Borough	Wallington	y	0.2
	Borough Totals:	1/3	0.20
Tower Hamlets Borough	Bow	n	6.36

Borough	Police Station	Connected? (Y or N)	Time taken to connect to local station (mins/seconds)
Tower Hamlets Borough	Bethnal Green	n	Call timed out
Tower Hamlets Borough	Limehouse	n	Constantly engaged (3 attempts)
Tower Hamlets Borough	Isle of Dogs	y	0.02
Tower Hamlets Borough	Brick Lane	y	1.04
	Borough Totals:	2/5	0.33
Waltham Forest Borough	Leyton	n	6.36
Waltham Forest Borough	Leytonstone	y	0.13
Waltham Forest Borough	Walthamstow	y	0.27
Waltham Forest Borough	Waltham Forest	y	6.24
	Borough Totals:	3/4	2.21
Wandsworth Borough	Wandsworth	n	6.36
Wandsworth Borough	Lavender Hill	n	answerphone
Wandsworth Borough	Tooting	n	Cut off
Wandsworth Borough	Battersea	No	6.36
	Borough Totals:	0/4	N/a
Westminster Borough	Belgravia	No	Answerphone
Westminster Borough	West End Central	y	0.2
Westminster Borough	Paddington Green	y	0.4
Westminster Borough	Marylebone	y	0.52

Borough	Police Station	Connected? (Y or N)	Time taken to connect to local station (mins/seconds)
Westminster Borough	St John's Wood	y	0.52
Westminster Borough	Charing Cross	y	3.32
Westminster Borough	Harrow Road	y	6.28
	Borough Totals:	6/7	2.07
	GRAND TOTAL:	Connections: 80/132	Ave response time for answered calls: 1.30