National Contact Management Strategy Key Diagnostics -   Appendix 3

Description	Indicator and Brief Narrative
999 Calls Answered in 10 Seconds	Volume and % of 999 calls answered in 10 seconds
Abandoned 999 Calls	Volume and % of abandoned 999 calls **Target: Less than 2%** abandoned 999 calls
999 Average Time to Answer (ATA)	Average time to answer an emergency call / contact
999 Calls Over 2 Minutes	Volume and % of calls / contacts answered after 2 minutes
Non-Emergency Contact Service Level	Volume and % of non-emergency calls answered within locally derived time
Abandoned Non-emergency Calls	Volume and % of abandoned non-emergency calls **Target: Less than 5%** abandoned non-emergency calls
Average Time to Answer (ATA) Non-Emergency	Average time to answer a non-emergency call / contact
Emergency Response URBAN	Volume and % incidents attended within 15 minutes
Emergency Response RURAL	Volume and % incidents attended within 20 minutes
Priority Response	Volume and % incidents attended within 60 minutes
Priority Response	Volume and % incidents attended within 60 minutes: vulnerable
Priority Response	Volume and % incidents attended within 60 minutes: neighbourhood priority
Scheduled Response	Volume and % of incidents attended within 48 hours
Resolution without Deployment	Volume and % of incidents resolved without deployment
Demand Forecast Accuracy	Ability to accurately forecast contact demand by comparing forecasted demand against actual demand
Incidents per Grade	Volume and % of contacts graded as Emergency / Immediate
Incidents per Grade	Volume and % of contacts graded as Priority / Prompt
Incidents per Grade	Volume and % of contacts graded as Scheduled
Incidents per Grade	Volume and % of contacts graded as Resolution without Deployment
Staff Utilisation	Time spent on customer contact activity