

Chief Constable
Chief Constable Robert Carden
Police Headquarters
Carleton Hall Penrith,
Cumbria
CA10 2AU



13 March 2025

Dear

FREEDOM OF INFORMATION REQUEST – FOI 222/25

I refer to your request for information which was received by Cumbria Constabulary on 17 February 2025. I note you seek access to the following information:

- 1) The average time (in hours:minutes:second) it takes for police to arrive on the scene of domestic burglary incidents in your force for the following calendar years: 2024, 2023 and 2022.***

Your request for information has now been considered and I can confirm Cumbria Constabulary does hold some information relevant to your request and where this is the case, I have today decided to disclose this to you.

Calendar Year	Median response time (HH:MM:SS)		
	1 - EMERGENCY	2 - PRIORITY	3 - STANDARD
2022	00:08:42	01:39:41	03:39:30
2023	00:06:46	00:32:01	02:13:28
2024	00:06:49	00:30:40	03:33:38

All requests for service are assessed based on the information provided by the caller, and the response is graded using the criteria shown below.

Grade 1	Emergency	Attendance within 15 mins Urban, 20 mins Rural measured from the time of the call.
Grade 2	Priority	Attendance within an hour measured from the time of the call.
Grade 3	Standard	Non urgent incident where police attendance is required within 48 hours.

To retrieve the information, data was extracted from our incident reporting system for the requested period 2022–2024. This data includes all attended domestic burglary incidents made by different reporting methods, such as 999, 101 and online crime recording. Priority 999 calls will be significantly lower than the average time recorded and furthermore the response times can be affected for example, by the victim's availability.

Please note that the data provided relates to the 'Median average'. This is the middle number for the timings in the results for each financial year, as would be placed in smallest to largest order. This information differs from the 'average', which we are not obliged to provide as this would involve calculating new data for the purpose of this request.



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Police forces in the United Kingdom are routinely required to provide statistics to government bodies and the recording criteria is set nationally. However, the systems used for recording these figures are not generic, nor are the procedures used locally in capturing the data. It should be noted that for these reasons this force's response to your questions should not be used for comparison purposes with any other response you may receive.

Whilst every care has been taken in the retrieval of the information provided, please do not hesitate to contact us for clarification, if you do have any issues or queries relating to this data.

Complaint Rights

Your attention is drawn to the attached sheet, which details your right of complaint.

I would like to take this opportunity to thank you for your interest in Cumbria Constabulary.



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