

Appendix One: The average time taken to answer a call to the Electronic Monitoring teams on 1 October for the years 2021 to 2025, broken down by year and customer service line.

Year	Team	Average Speed of Answer (hh:mm:ss)
2021	EM Bail	00:19:51
	EM Response	00:07:57
2022	EM Bail	00:19:43
	EM Response	00:04:12
2023	EM Bail	00:09:07
	EM Response	00:00:11
2024	EM Bail	00:12:57
	EM Response	00:02:31
2025	EM Bail	00:17:09
	EM Response	00:01:05