



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date:07/02/2024

2024/113 - Emergency Calls

Although excess cost removed the forces obligations under the Freedom of Information Act, as a gesture of goodwill, I have supplied information, relative to your request, retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

In response to your recent request for information regarding;

How many emergency calls did the force receive in 2023?

118941

How many of these calls were deemed not an emergency?

Please note: once a 999 call is received into the FCC, our procedure is to create a CAD event to collect all relevant detail in the CAD log. We prioritise emergency calls for dispatch as 'P0' (priority response) or 'P1'.

However, this does not mean that for each call into the FCC that there is a CAD event, some examples below:

- There can be numerous 999 calls per one CAD event, for example an RTC on the A55 could generate numerous calls, which would all be linked to one single CAD event.
- The same issue can be found with hoax calls or pocket dials where a phone dials repeatedly call into the control room, but this would be added to a single CAD event.
- Priority responses can change at any point between opening the event and closing – regardless of contact channel used.

On this basis, 12297 events were closed as non-dispatch priorities (between P2-P9) that came from a 999-call source opened as a 'P0' or 'P1' in 2023.

How many of those calls should have gone to other organisations?

We do not log this data on our CAD system and is currently not possible to collate - this would require manual review of every event of a 999 call in 2023. The cost of providing you with the information is above the amount to which we are legally required to respond i.e. the cost of retrieving the information exceeds the 'appropriate level' as stated in the Freedom of Information (FOI) Fees and Appropriate Limit regulations 2004.

Therefore, in accordance with the FOI Act 2000 the information you have requested is exempt under Section 12 (1), and this letter acts as a Refusal Notice under section 17 (5) of the legislation.

How many people do you have answering calls?

116 FTE in total covering 24/7.

How much does each call out cost the force?

North Wales Police do not hold this information. It is not possible to calculate the average costs of resources of each individual that may have dealt with the call – call handler/dispatch/response etc.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 06/02/2024