



Response Date:02/09/2024

2024/784 - Nuisance and non-emergency calls

In response to your recent request for information regarding;

I would like to know the number of nuisance and non-emergency calls NWP have received over the last 3 years.

1. Number of nuisance calls

We log such incidents as 'hoax_calls_emergency_services' on our command-and-control system (these are logged as CAD events).

The CAD events are not inclusive of all calls received regarding hoax/nuisance calls in our control room – we can often have a number of calls linked to one CAD event.

Therefore, the CAD events are not call totals linked to hoax/nuisance callers – the true volumes of calls would be higher. We have no way of recording all calls linked to hoax/nuisance callers on our telephony system.

CAD events logged as 'hoax_calls_emergency_services' from 999s and 101 calls

Incident Calendar Year	No. Events
2021	78
2022	92
2023	73
Sum:	243

The below table shows all CAD events logged from all public contact methods including both calls (999 & 101s) plus email & webchat.

Incident Calendar Year	No. Events
2021	83
2022	99
2023	88
Sum:	270

2. Non emergency calls received in last 3 years

- Note, this call data is taken from two separate data processing systems.

- Years 2021 & 2022 must be caveated that this data is omitting call records when undergoing upgrades to the telephony systems. The true volumes of 101 calls received will be higher in these years than what is recorded.
- 2023 data is not impacted by the telephony upgrade data differences.

Year	101 Totals
2021	83019
2022	235129
2023	237165

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 22/08/2024