



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date:14/11/2025

2025/1156 - 101 calls

In response to your recent request for information regarding;

Please can you tell me how many calls to your force's non-emergency police number 101 were made between 1 November 2022 and 1 November 2025.

Context:

- The below is assessed only on calls from 11/11/2022 (not 01/11/2022 as requested) onwards due to our telephony system only retaining exactly 3 years of call details.
- We are unable to track answer times of any 101 calls that were diverted to other North Wales Police departments via the IVR system, all answer times etc are based on calls that came via the control room.
- A small number of records (414) have been excluded on the return for question 5 due to glitches in the telephony system reporting erroneous data.

101 breakdown	Volumes	Context
All 101s	617338	Not all 101s are answered by the control room. North Wales Police employs an IVR system that helps direct the caller to the most relevant department (custody, firearms licencing etc). Unfortunately, it is not possible to track the answer times of any calls that have been diverted by the IVR that are not answered by the control room.
Indicated 101s into the control room	527818	All 101s that were diverted to the control room.

I would also like to know how many of these calls went unanswered.

117860

Can you please also tell me:

What was the average time for someone to answer the call the non-emergency 101 number.

00:02:26

What was the average time for a call to be ended without being answered?

00:03:47

What is the current target time for 101 calls to be answered and how many calls were not answered within that target time?

3 minute target.

Pencadlys yr Heddlu,
Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

**Yn gwneud Gogledd Cymru'r lle mwyaf diogel i fyw, gweithio ac ymweld yn y DU
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Answered over 3 mins (including calls that were not answered) - 216382

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 10/11/2025