



HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE

Response Date:02/10/2025

2025/971 – Calls

In response to your recent request for information regarding;

I would appreciate it if you could provide the following operational data for September 8, 2025:

•**Call Volume: The total number of calls received on the 999 emergency line and the 101 non-emergency line between 09:00 and 10:00.**

Public contact	Volume 09:00 - 10:00 08/09/25
999	10
101	67
Webchat	10
Email	9
Priority & other lines	11
Total	107

•**Call Handler Staff: The number of call handler staff on duty during the aforementioned time frame.**

18.

Please note: this figure includes 6 members of staff who were on dispatch duties for that hour.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 01/10/2025

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

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