



Response Date:27/01/2026

2026/103 - 999 Calls

In response to your recent request for information excess cost is relevant to part which removes 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.

- The time in which the force is expected to respond to 999 calls.

If this relates to the time to answer the call:

As all forces in the UK are required to do, North Wales Police are required to answer 90% of all 999 calls (BT recorded data) within 10 seconds.

Details of North Wales's performance in this area is freely available on the publicly available www.police.uk website – and select North Wales. Data is available on that website from November 2021 when national data was first published.

If this question relates to the expected response time for an officer to attend to an incident, then there is no relation to the call source and attendance times. Attendance targets are determined by the priority allocated by the Call Handler.

- The number of 999 calls received by the force in each year from 2020 to 2025.

Calendar Year	999 Call Volume
2020	79834
2021	92195
2022	107119
2023	98423
2024	111006
2025	116173

- The number of occasions on which no police car was available to answer a 999 call in each year from 2020 to 2025.

Our information is set up and searchable for our policing purposes.

To obtain the information in the format you have requested would involve manually reviewing each 999 call that has resulted in a call for service. The cost of providing you with

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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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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.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 23/01/2026