



HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE

Response Date: 29/06/2026

2026/613 - 999 Call Priority Allocations

In response to your recent request for information regarding;

For years 2024/25 and 2025/26 please provide the following:

- 1) List the structure of priority grading and target response times assigned to 999 calls**
- 2) List the total number of incidents allocated to each priority grade.**

Priority grade	Number of incidents FY24/25	Number of incidents FY25/26
P0 (Emergency)	35472	37170
P1 (Priority)	58918	53382
P2 (Managed response)	18455	28930

- 3) For each priority grade, list the total number of initial 999 calls which resulted in the allocation of a Non-Crime Hate Incident after investigation**

Count of Occurrence #	Column Labels		
Priority	2024	2025	Grand Total
0	10	17	27
1	23	33	56
2	5	9	14
3		2	2
4		1	1
6	2	1	3
8	1		1
	130	193	323
Grand Total	171	256	427

Count of Non-Crime Hate Incidents by priority and fiscal year

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
Making North Wales the safest place to live, work and visit in the UK

4) For each priority grade, list the total number of initial 999 calls which resulted in the recording of a hate crime after investigation.

Count of Occurrence #	Column Labels		
Priority	2024	2025	Grand Total
0	149	196	345
1	180	176	356
2	23	18	41
3	2	10	12
4	3	1	4
6	6	1	7
8	3	1	4
	925	933	1858
Grand Total	1291	1336	2627

Count of Hate Crime by priority and fiscal year

5) For all Non-Crime Hate Incidents recorded, please provide a breakdown of the reporting method used to initiate the report (e.g., 999 call, 101 call, online report, or officer-initiated)."

Count of Occurrence #	Column Labels		
Priority	2024	2025	Grand Total
Discovered by police	7	7	14
(blank)	8	17	25
999 call	42	63	105
E-Mail	19	18	37
Online Reporting	32	60	92
Non-emergency telephone	59	86	145
In person	4	5	9
Grand Total	171	256	427

Count of Non-Crime Hate Incidents by Source and fiscal year

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 25/06/2026