



HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE

Response Date:21/02/2024

2024/188 - Average response time

In response to your recent request for information regarding;

- 1. What was the average response time (in hh:mm:ss) for a Grade 2 response in each of the following calendar years: 2023, 2022 and 2021.**
- 2. What was the longest response time (in hh:mm:ss) for a Grade 2 response your police force recorded in each of the following calendar years: 2023, 2022 and 2021.**
- 3. What was the longest response time (in hh:mm:ss) for a Grade 1 response your police force recorded in each of the following calendar years: 2023, 2022 and 2021.**

P0	2021	2022	2023	Other
Average response time	00:19:27	00:23:39	00:26:01	
Longest response time	03:44:26	08:46:41	26:12:47	(Question 3)
Median response time	00:10:00	00:11:00	00:11:00	

P1	2021	2022	2023	Other
Average response time	03:09:46	04:13:26	00:03:49	(Question 1)
Longest response time	25:37:08	124:20:32	19:35:15	(Question 2)
Median response time	00:33:00	00:37:00	00:38:00	

North Wales Police uses a different system to 'Grade 1' and 'Grade 2'.

We use 'Priority 0' for an immediate response (target time within 20 minutes) and 'Priority 1' (target time 60 minutes).

These priority gradings go up to priority 8 and are logged on our CAD system.

It must be taken into account that CAD events frequently go through different gradings which can change as the incident progresses which explains anomalous response times.

These priorities can change frequently during the progression of an incident.

I have provided our median responses as this is how the force measures.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 20/02/2024