

# **“ PPP ”**

## **People for Proper Policing in North Wales**

**North Wales Police phone switch board is beating most targets**

**Emergency 999 calls ... target is to answer 92% within 10 secs**

	<b>Month</b>	<b>YTD</b>	<b>LYTD</b>
Calls	6,170	88,263	100,130

% In Target                    **96.3 %**      92.9

**Emergency calls 242/day or 10/hr = one every 6 minutes**

**Non-Emergency (Public and English number) 97.7% of calls**

**The target is to answer 91% within 40 secs**

	<b>Month</b>	<b>YTD</b>	<b>LYTD</b>
Calls	32,718	413,715	426,237

% In Target                    **93.3 %**      91.4 %

**Non-Emergency (Welsh number) 2.3% of calls**

**The target is to answer 91% within 40 secs**

	<b>Month</b>	<b>YTD</b>	<b>LYTD</b>
Calls	1,077	9,726	6,867

The % In Target    **88.9 %**    **87.3 %**      82.0 %

**Total NE calls YTD 423,441 or 1160/day or 48/hour = one every 1.25 minutes**

**The PPP comments ... The above stats are from the latest management information on the NWPF website. We must compliment the staff and system managers on a job well done.**

**The first crucial part of the system to assist and protect the people of North Wales is working well. And our members own experience confirms this.**

**The sheer volume of calls surprises us and a breakdown of what these are about would be very enlightening. They are in a way an overview of the level of order/disorder in our communities.**