HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE

Response Date:20/10/2026

2026/988 - Calls

In response to your recent request for information regarding;

For calls received to your Control Room over the last 3 months, can I kindly ask you to advise how many were closed with a disposal code of "not a police matter" or your equivalent, and if possible, give me a breakdown on how many of those calls were received using 999 and 101.

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 record on our force system. The cost of providing you with 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 19/10/2026