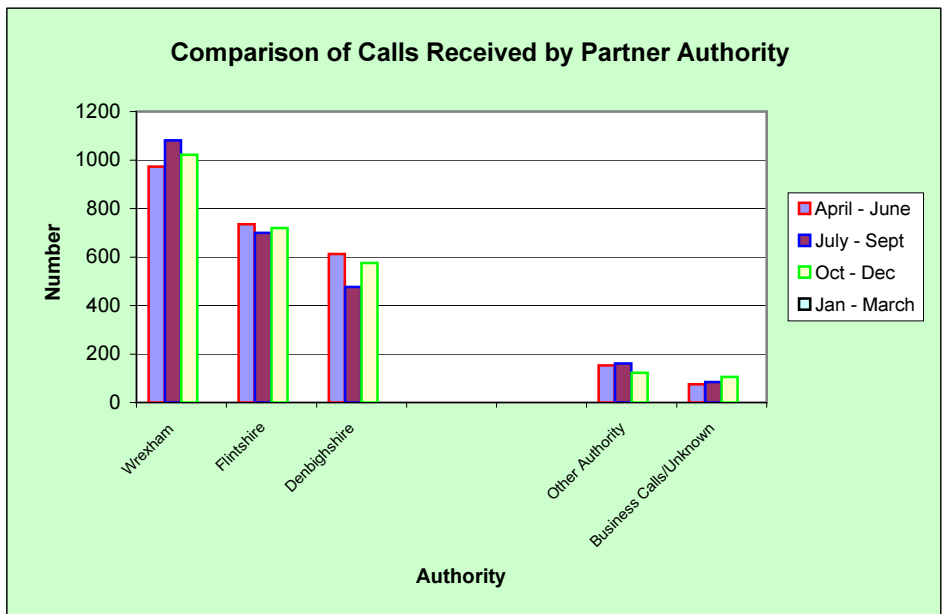


**Table 1**

**Telephone Calls Received by Partner Authorities**

Authority	April - June		July - Sept		Oct - Dec		Jan - March	
	No	%	No	%	No	%		
Wrexham	973	38.17%	1081	43.21%	1022	40.14%		
Flintshire	735	28.83%	700	27.98%	719	28.24%		
Denbighshire	613	24.05%	476	19.02%	576	22.62%		
Other Authority	153	6.00%	161	6.43%	123	4.83%		
Business Calls/Unknown	75	2.94%	84	3.36%	106	4.16%		
<b>Totals</b>	<b>2549</b>	<b>100.00%</b>	<b>2502</b>	<b>100.00%</b>	<b>2546</b>	<b>100.00%</b>		

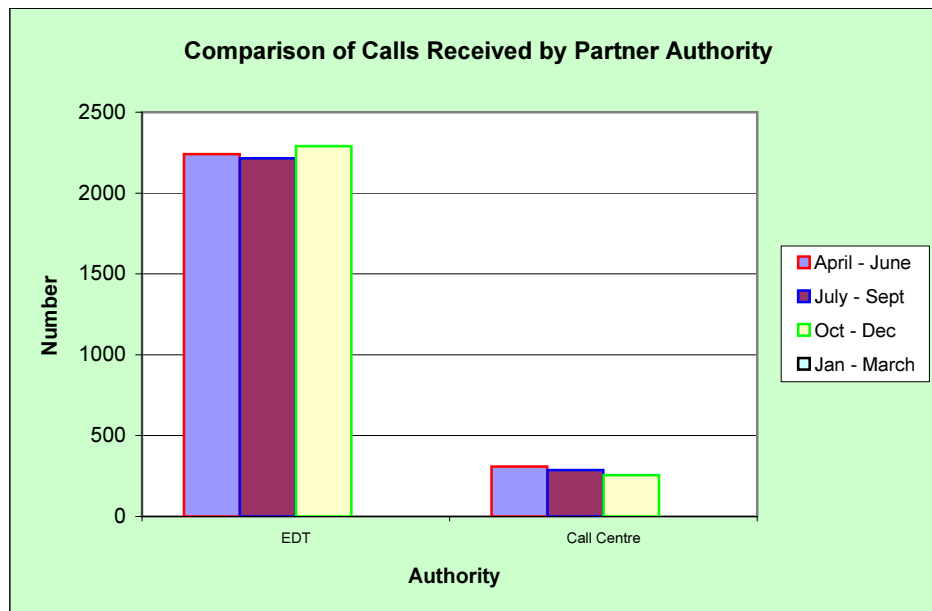
**Graph 1**



**Table 1A**

<b>% Calls received by EDT/Call centre</b>								
	<b>April - June</b>		<b>July - Sept</b>		<b>Oct - Dec</b>		<b>Jan - March</b>	
	<b>No</b>	<b>%</b>						
EDT	2241	87.92%	2214	88.49%	2290	89.95%		
Call Centre	308	12.08%	288	11.51%	256	10.05%		
<b>Totals</b>	<b>2549</b>	<b>100.00%</b>	<b>2502</b>	<b>100.00%</b>	<b>2546</b>	<b>100.00%</b>		

**Graph 1A**



**Table 2**

<b>Telephone Calls Received by Service User Group</b>								
<b>Service User Group</b>	<b>April - June</b>		<b>July - Sept</b>		<b>Oct - Dec</b>		<b>Jan - March</b>	
	<b>No</b>	<b>%</b>						
Childcare	1402	55.00%	1405	56.16%	1245	48.90%		
Adult Services Over 65	307	12.04%	164	6.55%	257	10.09%		
Adult Services Under 65	327	12.83%	640	25.58%	469	18.42%		
Learning Disability	58	2.28%	60	2.40%	62	2.44%		
Mental Health	393	15.42%	188	7.51%	407	15.99%		
Business Calls	62	2.43%	45	1.80%	106	4.16%		
<b>Totals</b>	<b>2549</b>	<b>100.00%</b>	<b>2502</b>	<b>100.00%</b>	<b>2546</b>	<b>100.00%</b>		

Table 2A

Source of Calls Received								
Source of Calls	April - June		July - Sept		Oct - Dec		Jan - March	
	No	%						
Ambulance Control	101	4.08%	123	4.92%	125	4.91%		
Children's Residential Home	98	3.96%	66	2.64%	42	1.65%		
District Nurse	4	0.16%	10	0.40%	8	0.31%		
Drug & Alcohol		0.00%	2	0.08%	5	0.20%		
Family / Friends	367	14.83%	412	16.47%	363	14.26%		
Foster Carer	126	5.09%	116	4.64%	106	4.16%		
G.P.	40	1.62%	39	1.56%	50	1.96%		
Home Carer	39	1.58%	53	2.12%	47	1.85%		
Hospital	447	18.07%	419	16.75%	465	18.26%		
Member of Public	10	0.40%	9	0.36%	30	1.18%		
Neighbour	19	0.77%	6	0.24%	5	0.20%		
Other	299	12.09%	291	11.63%	263	10.33%		
Other Authority	153	6.18%	110	4.40%	110	4.32%		
Police	263	10.63%	293	11.71%	321	12.61%		
Residential Home	45	1.82%	40	1.60%	43	1.69%		
School	7	0.28%	8	0.32%	9	0.35%		
Self	129	5.21%	133	5.32%	129	5.07%		
S.S.D.	311	12.57%	364	14.55%	415	16.30%		
Women's Aid	7	0.28%	6	0.24%	1	0.04%		
YOS	9	0.36%	2	0.08%	9	0.35%		
<b>Totals</b>	<b>2474</b>	<b>100.00%</b>	<b>2502</b>	<b>100.00%</b>	<b>2546</b>	<b>100.00%</b>		

**Table 2B**

Visits to Partner Authorities								
Visits	April - June		July - Sept		Oct - Dec		Jan - March	
	No	%						
Wrexham	113	41.85%	124	52.32%	86	41.35%		
Flintshire	74	27.41%	59	24.89%	49	23.56%		
Denbighshire	64	23.70%	40	16.88%	61	29.33%		
Other Authority	19	7.04%	14	5.91%	12	5.77%		
<b>Totals</b>	<b>270</b>	<b>100.00%</b>	<b>237</b>	<b>100.00%</b>	<b>208</b>	<b>100.00%</b>		

**Graph 2B**

