



NORTH EAST WALES EMERGENCY DUTY TEAM

Performance Information Report

**From: 1st April 2013
To: 31st March 2014**



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Table 1

Telephone Calls Received by Partner Authorities								
Authority	April - June		July - Sept		Oct - Dec		Jan - March	
	No	%	No	%	No	%	No	%
Wrexham	1020	37.35%	1699	38.91%	1692	39.99%	1632	39.42%
Flintshire	980	35.88%	1452	33.26%	1433	33.87%	1124	27.15%
Denbighshire	555	20.32%	894	20.48%	911	21.53%	1170	28.26%
Other Authority	154	5.64%	277		180	4.25%	157	3.79%
Business Calls/Unknown	22	0.81%	44	1.01%	15	0.35%	57	1.38%
Totals	2731	100.00%	4366	93.66%	4231	100.00%	4140	100.00%

Graph 1

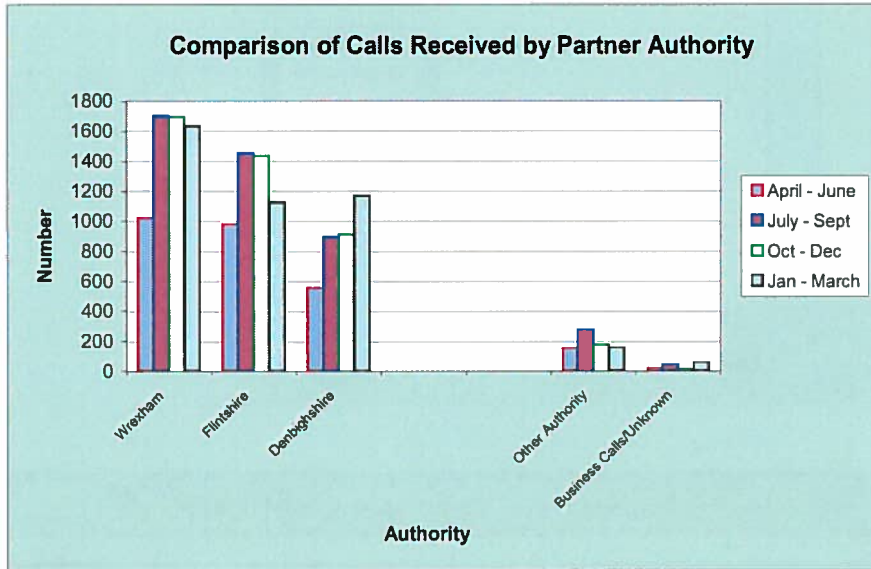


Table 1A

% Calls received by EDT/Call centre								
	April - June		July - Sept		Oct - Dec		Jan - March	
	No	%						
EDT	2511	91.94%	3871	88.66%	3833	90.59%	3702	89.42%
Call Centre	220	8.06%	475	10.88%	374	8.84%	421	10.17%
Other/Email			20	0.46%	24	0.57%	17	0.41%
Totals	2731	100.00%	4366	100.00%	4231	100.00%	4140	100.00%

Graph 1A

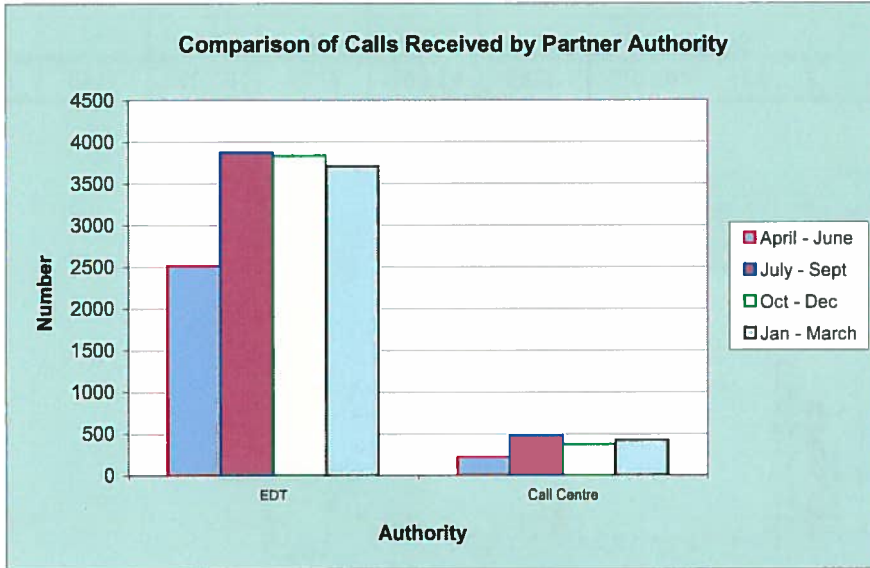


Table 2

Telephone Calls Received by Service User Group								
Service User Group	April - June		July - Sept		Oct - Dec		Jan - March	
	No	%						
Childcare	1532	56.10%	2149	49.22%	2020	47.74%	2156	52.08%
Adult Services Over 65	361	13.22%	815	18.67%	794	18.77%	717	17.32%
Adult Services Under 65	229	8.39%	488	11.18%	525	12.41%	481	11.62%
Learning Disability	88	3.22%	143	3.28%	104	2.46%	123	2.97%
Mental Health	428	15.67%	771	17.66%	788	18.62%	663	16.01%
Business Calls	93	3.41%						
Totals	2731	100.00%	4366	100.00%	4231	100.00%	4140	100.00%

Table 2A

Source of Calls Received								
Source of Calls	April - June		July - Sept		Oct - Dec		Jan - March	
	No	%						
Ambulance Control	102	3.73%	157	3.60%	190	4.49%	183	4.42%
Children's Residential Home	21	0.77%	103	2.36%	99	2.34%	99	2.39%
District Nurse	13	0.48%	11	0.25%	13	0.31%	7	0.17%
Drug & Alcohol	3	0.11%	4	0.09%	0	0.00%	0	0.00%
Family / Friends	372	13.62%	598	13.70%	647	15.29%	643	15.53%
Foster Carer	141	5.16%	137	3.14%	120	2.84%	158	3.82%
G.P.	45	1.65%	46	1.05%	71	1.68%	133	3.21%
Home Carer	57	2.09%	164	3.76%	130	3.07%	83	2.00%
Hospital	423	15.49%	730	16.72%	791	18.70%	718	17.34%
Member of Public	5	0.18%	28	0.64%	17	0.40%	11	0.27%
Neighbour	11	0.40%	31	0.71%	10	0.24%	22	0.53%
Signposting	29	1.06%	17	0.39%	13	0.31%	32	0.77%
Other Authority	434	15.89%	626	14.34%	659	15.58%	556	13.43%
Police	320	11.72%	508	11.64%	294	6.95%	391	9.44%
Residential Home	45	1.65%	97	2.22%	104	2.46%	99	2.39%
School	5	0.18%	3	0.07%	20	0.47%	52	1.26%
Self	106	3.88%	225	5.15%	251	5.93%	262	6.33%
S.S.D.	585	21.42%	866	19.84%	788	18.62%	674	16.28%
Women's Aid	4	0.15%	10	0.23%	2	0.05%	11	0.27%
YOS	10	0.37%	5	0.11%	12	0.28%	6	0.14%
Totals	2731	100.00%	4366	100.00%	4231	100.00%	4140	100.00%

Table 2B

Visits to Partner Authorities								
Visits	April - June		July - Sept		Oct - Dec		Jan - March	
	No	%						
Wrexham	143	43.47%	72	33.80%	78	41.94%	82	37.27%
Flintshire	123	37.39%	76	35.68%	60	32.26%	60	27.27%
Denbighshire	63	19.15%	51	23.94%	41	22.04%	69	31.36%
Other Authority	0	0.00%	14	6.57%	7	3.76%	9	4.09%
Totals	329	100.00%	213	100.00%	186	100.00%	220	100.00%

Graph 2B

