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**Fiscal Year 2017/18 (21 Nov, 17 till 30 June, 18)**

**CALLS**

|  |  |
| --- | --- |
| **Calls Category** | **Frequency** |
| Information Calls | 4559 |
| Calls linked to other support services | 81 |
| Blank Calls | 9688 |
| Fake Calls | 2173 |
| Voice Mails | 246 |
| Recommended to contact Police | 827 |
| In progress | 220 |
| Missed Calls | 19455 |
| **Total** | **37249** |

**CASES**

|  |  |
| --- | --- |
| **Status of Cases** | **Frequency** |
| Total Cases Registered | 677 |
| Referred to Support Services | 413 |
| Resolved and Running at NWC | 264 |

**CASES' DISAGGREGATIONS**