



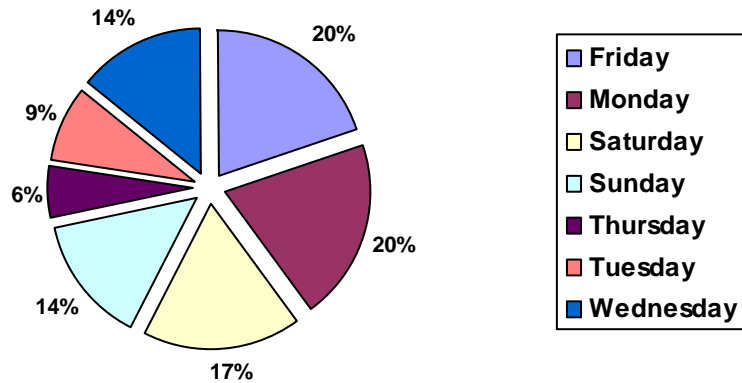
DAN 24/7 Statistics

for the month December 2006

Total calls answered
35

Average calls per day
1.13

Calls by day of the week



Caller by county:

County	Percent
Carmarthenshire	5.56%
Conwy	16.67%
Denbighshire	11.11%
Flintshire	11.11%
Gwynedd	16.67%
Merthyr Tydfil	5.56%
Monmouthshire	5.56%
Swansea	11.11%
Torfaen	5.56%
Wrexham	11.11%

Time of Day:

Time of Day	Percent
9am to 12 noon	17.14%
12 noon to 5pm	31.43%
5pm to 9pm	31.43%
9pm to 12 midnight	20.00%

Drug/Alcohol:

Drug/Alcohol	Percent
Alcohol	66.67%
Both	11.11%
Drug	22.22%

Caller by ethnicity:

Ethnicity	Percent
British White	94.44%
Irish White	5.56%



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Type of Caller:

Caller	Percent
Already accessing SM services client	27.78%
Family	5.56%
Former DIP client	5.56%
Friend	5.56%
Looking to access SM services	38.89%
Professional	11.11%

Caller by gender:

Male	Female
60.00%	40.00%

Result of call:

Outcome	Percent
Advice and information given on substance misuse	23.81%
Information about other services given	23.81%
Onward referral to DIP services	4.76%
Onward referral to drug service by agency	14.29%
Other	33.33%



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Where heard:

Where Heard	Percent
CAIS	25.00%
CARRAT	6.25%
Did not answer	6.25%
Doctor	6.25%
Hospital	6.25%
Housing Department	6.25%
Leaflet	6.25%
Local DAT	6.25%
NHS Direct	6.25%
North Wales Police	12.50%
One Stop Shop	6.25%
Uplands Centre	6.25%