

Reference:	FOI.21366.26
Subject:	999 calls
Date of Request:	17 August 2026

Requested:

1. How many 999 calls were received on Friday 14th August in response to the Welsh-only emergency alert message sent by the UK Government?
2. How many of these calls asked for a translation of the message?
3. How many of these calls raised concerns about it being Welsh only?

Response:

Hywel Dda University Health Board (UHB) does not hold the requested information as it does not handle 999 calls.

999 calls are answered by a BT operator who transfers the caller to the emergency service required.

However, whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance and recommends you re-direct your request for information to the Freedom of Information teams for each Emergency Service.

Contact details are provided overleaf:

Welsh Ambulance Services NHS Trust

FOI.amb@wales.nhs.uk or alternatively, you can contact: Freedom of Information Officer, Welsh Ambulance Services NHS Trust Headquarters, Ty Elwy, Unit 7, Ffordd Richard Davies, St Asaph Business Park, St Asaph, Denbighshire, LL17 0LJ.

Dyfed Powys Police

To make a Freedom of Information request to Dyfed Powys Police, an online form can be completed. A link to their webpage to make a request has been provided below:

[Make an FOI request to ask for information about the police | Dyfed-Powys Polices](#)

Alternatively, you can make a request in writing by email, or post: FOI@dyfed-powys.police.uk or Dyfed-Powys Police Headquarters, PO Box 99, Llangunnor, Carmarthen, SA31 2PF or by email:

South Wales Fire and Rescue Service

InformationGovernance@southwales-fire.gov.uk or alternatively, you can contact: Information Governance, South Wales Fire and Rescue Service HQ, Forest View Business Park, Llantrisant, CF72 8LX

Maritime and Coastguard Agency

informationaccess@mcga.gov.uk or alternatively, you can contact: Information Access Team, Maritime and Coastguard Agency, Spring Place, 105 Commercial Road, Southampton, SO15 1EG.