



Making Northern Ireland Safer For Everyone Through Professional, Progressive Policing

FREEDOM OF INFORMATION REQUEST



Request Number: F-2008-03849
Keyword: Operational Policing
Subject: PANIC BUTTON SYSTEM

Request:

- Question 1** - On what date did the PSNI become aware there was a problem with the Belfast's panic button system?
Question 2 - What is the problem with the Belfast's panic button system?
Question 3 - Which PSNI department is dealing with the problem?
Question 4 - On what date was a contractor contacted to fix the problem?
Question 5 - What is the estimated completion date for the repair of the Belfast's panic button system?
Question 6 - On what date did panic button system on the Dublin road Belfast become inoperable?

Answer:

This is to inform you that the Police Service of Northern Ireland has now completed its search for the information you requested. The decision has been taken to disclose the located information to you in full.

There is no malfunction with the Emergency Contact Points System (ECPs). Due to essential maintenance work at the control room, the system was temporarily out of use between 22nd and 29th July 2008. They are now being monitored as normal. It is worth noting ECPs are just one element of tackling crime in Belfast. The area is routinely patrolled by police and is covered by CCTV cameras which are continuously monitored. The Get Home Safe initiative also ensures there are extra police officers in this area on Thursday, Friday & Saturday nights.

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Freedom of Information Team, please quote the reference number listed at the beginning of this email.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the Head of Freedom of Information, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing foi@psni.pnn.police.uk.

If following an internal review, carried out by an independent decision maker, you were to remain dissatisfied in any way with the handling of the request you may make a complaint, under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the PSNI has complied with the terms of the Freedom of Information Act. You can write to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out, however the Commissioner has the option to investigate the matter at his discretion.

Please be advised that all PSNI replies under Freedom of Information will be released simultaneously into the public domain via our website @ www.psni.police.uk.

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.

