



Making Northern Ireland Safer For Everyone Through Professional, Progressive Policing

## FREEDOM OF INFORMATION REQUEST



**Request Number:** F-2009-03241

**Keyword:** Operational Policing

**Subject:** 999 CALLS GRADED AS REQUIRING POLICE ATTENDANCE 2006, 2007, 2008

**Request and Answer:**

### Questions

1. The total number of 999 calls graded as requiring police attendance where an officer attended the call.
2. The total number of 999 calls graded as requiring police attendance where an officer did not attend.
3. Please provide this information for the following years: 2006, 2007 and 2008

### Answer

The cost of complying with your request for information would exceed the “appropriate limit” as stated in the Freedom of Information Regulations 2004 which is currently set by the Secretary of State at £450.

There is no automated system to retrieve this information easily and PSNI are unable to produce the requested data in any reliable form. The only absolute way of accurately determining the correct figures would be to interrogate each individual Command and Control Serial. The volume of work required to complete this task would be well in excess of 18 hours (£450). An exact estimate would not be feasible due to the complexity of searching the data base over the 3 year period. It would most likely involve our Technical Department having to develop a program to interrogate the Command and Control data base for this purpose.

Command and Control can only be searched fully for the past week and thereafter for each hour separately. These limitations may also require each identified Command and Control entry relevant to this request to be read to establish whether police attended or not. This would require a substantial amount of work which would greatly exceed the 18 hour/£450 threshold provided. It is also possible that a significant number of 999 calls were resolved by means other than police attendance; also large numbers of calls apparently not attended were, in fact, resolved by the police but the Command and Control serial not updated to reflect this, i.e. labelled as no longer requiring police attendance.

The Police Service of Northern Ireland have considered whether we can be of any assistance in terms of helping you refine your request to bring it under the cost limit, however, the nature and structure of the information requested unfortunately makes this impossible.

In accordance with the Freedom of Information Act 2000 this letter should be considered as a Refusal Notice and the request has therefore been closed.

If you have any queries regarding your request or this 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 letter.

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 e-mailing [foi@psni.pnn.police.uk](mailto: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 PSNI replies under Freedom of Information may be released into the public domain via our website @ [www.psn.police.uk](http://www.psn.police.uk)

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