



Making Northern Ireland Safer For Everyone Through Professional, Progressive Policing

FREEDOM OF INFORMATION REQUEST



Request Number: F-2009-00062

Keyword: Operational Policing

Subject: HOAX CALLS

Request and 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.

Question 1

How many spurious calls are received by the PSNI every month for the last 5 years?

Answer

As discussed on 13 January 2009, we asked you to clarify 'spurious' and advised you that the PSNI could supply information in relation to 'hoax calls', which you indicated that you were content to receive in response to your request.

Please find attached records of Hoax Calls in 1849pdf.

Please note the search was performed over two date ranges to allow for the introduction of the National Standard for Incident Recording (NSIR) on 30/3/06. The search details are as follows:

1/1/2004 to 29/3/06 – all incidents with the closing classification BOCA – BOGUS CALLER or SLNT – SILENT CALL

30/3/06 to 31/12/08 – all incidents with the closing classification HXEM – FALSE/HOAX CALL TO EMERGENCY SERVICES

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 PSNI replies under Freedom of Information may be released into the public domain via our website @ <http://www.psnipolice.uk/>

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

Search_Month	Year	Month_number	Call_Count
2004-JAN	2004	1	51
2004-FEB	2004	2	32
2004-MAR	2004	3	42
2004-APR	2004	4	26
2004-MAY	2004	5	22
2004-JUN	2004	6	31
2004-JUL	2004	7	26
2004-AUG	2004	8	34
2004-SEP	2004	9	31
2004-OCT	2004	10	26
2004-NOV	2004	11	20
2004-DEC	2004	12	20
2005-JAN	2005	1	34
2005-FEB	2005	2	21
2005-MAR	2005	3	36
2005-APR	2005	4	27
2005-MAY	2005	5	21
2005-JUN	2005	6	28
2005-JUL	2005	7	26
2005-AUG	2005	8	17
2005-SEP	2005	9	17
2005-OCT	2005	10	23
2005-NOV	2005	11	25
2005-DEC	2005	12	32
2006-JAN	2006	1	20
2006-FEB	2006	2	24
2006-MAR	2006	3	26
2006-APR	2006	4	165
2006-MAY	2006	5	133
2006-JUN	2006	6	139
2006-JUL	2006	7	186
2006-AUG	2006	8	186
2006-SEP	2006	9	146
2006-OCT	2006	10	173
2006-NOV	2006	11	133
2006-DEC	2006	12	161
2007-JAN	2007	1	154
2007-FEB	2007	2	132
2007-MAR	2007	3	162
2007-APR	2007	4	177
2007-MAY	2007	5	165
2007-JUN	2007	6	161
2007-JUL	2007	7	173
2007-AUG	2007	8	184
2007-SEP	2007	9	183
2007-OCT	2007	10	189
2007-NOV	2007	11	175
2007-DEC	2007	12	194
2008-JAN	2008	1	164
2008-FEB	2008	2	168
2008-MAR	2008	3	165
2008-APR	2008	4	151
2008-MAY	2008	5	206
2008-JUN	2008	6	179
2008-JUL	2008	7	251

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2008-AUG	2008	8	221
2008-SEP	2008	9	214
2008-OCT	2008	10	196
2008-NOV	2008	11	223
2008-DEC	2008	12	200