



Making Northern Ireland Safer For Everyone Through Professional, Progressive Policing

FREEDOM OF INFORMATION REQUEST



Request Number: F-2009-00500
Keyword: Organisational Information/Governance
Subject: NON-EMERGENCY CALLS TO 08456008000

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. However, no information has been located in answer to question 2.

Question 1

How many calls did the Force receive from the public on this general non-emergency contact number during 2008?

Answer 1

The total number of calls received to the number 0845 6008000 was 301,211 in 2008

Question 2

How much money did these calls generate?

You subsequently amended this question to read; the total cost in pounds of these calls to the public who made them.

Answer 2

The PSNI do not hold this information. The cost of the calls to the individual members of the public who made them would depend upon the length of the call and any changes in pricing by BT since the number was introduced. The PSNI do not generate any income from these calls.

Question 3

Does the Force have any plans to introduce a non-emergency number, which is charged at a cheaper rate?

Answer 3

Yes, the PSNI are currently evaluating single non-emergency number options.

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.psni.police.uk/>

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