



FREEDOM OF INFORMATION REQUEST



Request Number: F-2012-02373

Keyword: Operational Policing

Subject: Police Response Times

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

Please provide me with the following information for your Constabulary, which I'm requesting under the auspices of the Freedom of Information Act.

For each Neighbourhood Policing Team in your force area, please provide each of the figures requested below.

Please provide these figures for (a) the year 1st January 2011 to 31st December 2011 (b) the period from 1st January 2012 to 1st May 2012.

If you do not have figures up to the end of May 31st this year can you provide the most up to date data you have available.

If NPT figures or not available, please instead provide Basic Command Unit / Borough Operational Command Unit figures, or overall force area figures if BCU/BOCU figures not available.

The number of 999 calls received

Question 2

The number of calls answered in 10 seconds

Question 3

The number of calls not answered in 10 seconds. Please provide details of when the call was answered in time intervals of how it is recorded e.g. 10-30 seconds, 30-50 seconds.

Answer

Please find the responses to questions 1-3, for 2011 to May 31st 2012, providing the number of 999 calls received, the number of calls answered in 10 seconds and number of calls not answered in 10 seconds, attached at the end of this correspondence.

Question 4

The number of 999 calls deemed an emergency, as defined by the 2008 Policing Pledge, (also known as in some areas as a Level 1) where the response arrived in 15 minutes.

Answer

Please find response to the number of 999 calls where the response arrived in 15 minutes as defined by 2008 Policing Pledge:

01 January 2011 to 01 January 2012

Number of Incidents: **7215**

01 January 2012 to 01 June 2012

Number of Incidents: **3216**

The above counts are for all calls recorded as 999 and deemed emergency within Command and Control. The count checks that the **Actual Time of Arrival** falls within 15 minutes of the incident being committed to the system.

Please note this data accuracy is dependent on the Controller managing the incident ensuring they have correctly assigned a resource and have entered its exact time of arrival.

Question 5

The number of 999 calls deemed an emergency, as defined by the 2008 Policing Pledge, where the response did not arrive in 15 minutes. Please provide details of when the first police officers arrived at the emergency in time intervals (for instance blocks of five minutes) as recorded.

Answer

Please find below the response for the number of 999 calls deemed an emergency, as defined by the 2008 Policing Pledge, where the response did not arrive in 15 minutes.

The record owner Information Communication Services used time intervals of within 15 minutes, 20 minutes, 25 minutes, 30 minutes and greater than 30 minutes to gather all 999 incidents that are recorded on Command and Control as Emergency where the response did not arrive in 15 minutes:

01 January 2011 to 01 January 2012

Did not arrive within 15 mins: **1626**

Did not arrive within 20 mins: **1013**

Did not arrive within 25 mins: **694**

Did not arrive within 30 mins: **531**

Did not arrive greater than 30 mins: **530**

01 January 2012 to 01 June 2012

Did not arrive within 15 mins: **639**

Did not arrive within 20 mins: **402**

Did not arrive within 25 mins: **256**

Did not arrive within 30 mins: **158**

Did not arrive greater than 30 mins: **158**

Please note this data accuracy is dependent on the Controller managing the incident ensuring they have correctly assigned a resource and have entered its exact time of arrival.

Question 6

The number of 999 calls deemed a priority, as defined by the 2008 Policing Pledge (also known in some areas as Level 2) where officers responded in less than 60 minutes.

Answer

Please find below the number of 999 calls deemed a priority where officers responded in less than 60 minutes:

01 January 2011 to 01 January 2012

Number of Incidents: **53583**

01-January 2012 to 01 June 2012

Number of Incidents: **21820**

The above counts are for all calls recorded as 999 and **priority** within Command and Control. The count checks that the **Actual Time of Arrival** falls within 60 minutes of the incident being committed.

Please note this data accuracy is dependent on the Controller managing the incident ensuring they have correctly assigned a resource and have entered its exact time of arrival.

Question 7

The number of 999 calls deemed a priority, as defined by the 2008 Policing Pledge (known in some areas as Level 2) where officers took more than 60 minutes to respond. Please provide details of when the first officers arrived at the scene of the priority incident in time intervals (for instance blocks of five minutes) as recorded.

Answer

Please find below the counts for all calls recorded on Command and Control as 999, deemed as a priority and where the officers took more than 60 minutes to respond.

For this response the record owner ICS used time intervals of greater than 60 minutes, greater than 65 minutes, greater than 70 minutes, greater than 75 minutes, greater than 80, greater than 85 and greater than 90 minutes:

01 January 2011 to 01 January 2012

Number of Incidents >= 60 mins:	5729
Number of Incidents >= 65 mins:	5112
Number of Incidents >= 70 mins:	4634
Number of Incidents >= 75 mins:	4229
Number of Incidents >= 80 mins:	3854
Number of Incidents >= 85 mins:	3556
Number of Incidents > 90 mins:	3285

01 January 2012 to 01 June 2012

Number of Incidents >= 60 mins:	2015
Number of Incidents >= 65 mins:	1788
Number of Incidents >= 70 mins:	1591
Number of Incidents >= 75 mins:	1454
Number of Incidents >= 80 mins:	1337
Number of Incidents >= 85 mins:	1238
Number of Incidents > 90 mins:	1142

Please note this data accuracy is dependent on the Controller managing the incident ensuring they have correctly assigned a resource and have entered its exact time of arrival.

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 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 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 @ www.psni.police.uk

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

P.S.N.I. Received 999 calls January-Dec 2011

Dist	Month	Total Calls	Total calls answered in 1st target	Total calls answered	Total calls answered outside 1st target	% of Calls Answered in Target
A-D Dist	Jan	8441	7401	8354	20	88.38
	Feb	8318	7398	8243	14	89.6
	Mar	9214	8202	9133	11	89.7
Belfast Urban	Apr	10201	7742	10059	68	76.45
	May	9625	7980	9491	53	83.61
	Jun	9295	7597	9189	43	82.29
	Jul	10494	8398	10327	68	80.79
	Aug	9605	6972	9370	157	73.18
	Sep	8457	7058	8339	45	84.18
	Oct	8954	7924	8861	48	88.94
	Nov	8399	7239	8308	28	86.84
	Dec	8954	7924	8861	48	88.94
Running total	2011	83650	68748	82505	479	82.84

E-Dist	Jan	2088	1880	2084	1	90.17
	Feb	1998	1774	1997	0	88.83
	Mar	2255	2008	2255	0	89.05
Newry&Mourne	Apr	2408	2112	2405	1	87.78
	May	2311	2054	2307	0	89.03
	Jun	2236	2033	2229	0	91.21
	Jul	2649	2417	2645	2	91.31
	Aug	2664	2422	2644	10	91.26
	Sep	2312	2079	2306	2	90.08
	Oct	2361	2067	2355	3	87.66

	Nov	2253	2075	2250	3	92.1
	Dec	2640	2405	2634	4	91.17
Running total	2011	28175	22921	25477	22	89.89

F-Dist	Jan	1190	1045	1189	0	87.89
	Feb	1176	1097	1175	0	93.36
	Mar	1317	1166	1316	0	88.6
Fermanagh & Tyrone	Apr	1390	1196	1389	0	86.11
	May	1525	1362	1522	3	89.31
	Jun	1463	1351	1458	4	92.41
	Jul	1641	1466	1633	5	89.5
	Aug	1578	1433	1574	4	90.81
	Sep	1334	1163	1333	1	87.18
	Oct	1692	1489	1688	3	88.05
	Nov	1354	1178	1350	1	87.19
	Dec	1567	1410	1564	1	90.10
Running total	2011	17227	13946	15627	21	89.12

	Jan	12646	12064	12578	37	95.63
	Feb	12203	11673	12127	41	95.93
	Mar	13478	12784	13396	43	95.13
G District	Apr	2288	1885	2288	0	82.39
	May	1952	1633	1946	3	83.79
	Jun	1112	993	1102	7	89.54
Foyle	Jul	2270	2039	2263	3	89.98
	Aug	2244	2034	2242	2	90.64
	Sep	1880	1736	1874	3	92.49
	Oct	2436	2275	2423	8	93.58
	Nov	1890	1764	1885	2	93.48

	Dec	1918	1770	1914	1	92.43
Running total	2011	56317	52650	56038	150	91.25

	Jan	9611	9228	9548	15	96.50
	Feb	10272	9837	10193	21	96.31
	Mar	11238	10756	11146	30	96.24
H District	Apr	1782	1743	1779	0	97.98
	May	1707	1674	1700	4	98.24
	Jun	1707	1659	1699	6	97.3
	Jul	2332	2254	2320	6	96.9
Antrim	Aug	1931	1870	1920	7	97.04
& L'Derry	Sep	1591	1556	1586	5	97.8
	Oct	1838	1782	1829	4	97.22
	Nov	1469	1420	1460	6	96.86
	Dec	1719	1659	1715	2	96.62
Running total	2011	47197	45438	46895	106	97.08

P.S.N.I. Received 999 calls January-May 2012

Dist	Month	Total Calls	Total calls answered in within 10 secs	Total calls answered	Total calls answered outside 10 secs	% of Calls Answered in Target
	Jan	8430	7428	8356	21	88.67
A-D Dist	Feb	8171	6982	8075	23	86.22
	Mar	8855	7804	8774	13	88.81
Belfast Urban	Apr	7900	6886	7825	16	87.82
	May	8856	7562	8738	47	86.08
Running total	2012	42212	36662	41768	120	87.52
	Jan	2170	2017	2167	2	92.99
E-Dist	Feb	2280	2092	2273	4	91.88
	Mar	2414	2266	2404	4	94.10
Newry&Mourne	Apr	2169	2007	2162	5	92.62
	May	2377	2204	2364	7	92.96
Running total	2012	11410	10586	11370	22	92.92
	Jan	1445	1332	1443	1	92.24
F-Dist	Feb	1300	1131	1298	2	87.00
	Mar	1516	1415	1511	1	93.58
Fermanagh & Tyrone	Apr	1455	1340	1453	1	92.16
	May	1629	1523	1628	0	93.55
Running total	2012	7345	6741	7333	5	91.86
	Jan	1830	1713	1827	1	93.71
G-Dist	Feb	1642	1555	1640	0	94.82
	Mar	2166	2049	2165	1	94.60

Foyle	Apr	1946	1866	1940	3	96.04
	May	2166	2059	2163	3	95.06
Running total	2012	9750	9242	9735	8	94.86
	Jan	1503	1461	1496	6	97.27
H-Dist	Feb	1449	1414	1442	3	97.85
	Mar	1709	1681	1705	2	98.48
Antrim	Apr	1430	1398	1428	2	97.76
& L'Derry	May	1527	1499	1525	1	98.23
Running total	2012	7618	7453	7596	14	97.94