



FREEDOM OF INFORMATION REQUEST



Request Number: F-2012-01965

Keyword: Organisational Information/Governance

Subject: Emergency and Priority Calls in 2011

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

The total number of Emergency (E) grade calls made to your force in the period 01/01/2011 until 31/12/2011 broken down by Basic Command Unit (BCU) and hour of receipt (i.e. between 01:00 – 02:00; 02:00 – 03:00 etc).

Question 2

The total number of Priority (P) grade calls made to your force in the period 01/01/2011 until 31/12/2011 broken down by Basic Command Unit (BCU) and hour of receipt (i.e. between 01:00 – 02:00; 02:00 – 03:00 etc).

Answer

Please see the tables below which detail emergency and priority calls made to PSNI in 2001 broken down by District Command Unit and hour of receipt.

Question 3

Your forces target response times or service level agreements (SLA) for these types of call.

Answer

PSNI no longer measures response times as targets relating to response were removed from the Policing Plan several years ago in agreement with the Policing Board.

Commitment 5 of our Policing Commitments does however focus on our determination to answer emergency calls within ten seconds and to respond to local priorities within a set period of time. Please see the below link;

http://www.psni.police.uk/psni_commitments_mailer.pdf

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.

Incidents reported by PSNI by Policing Area

2011

Emergency Response Grade

	00:00-01:00	01:00-02:00	02:00-03:00	03:00-04:00	04:00-05:00	05:00-06:00	06:00-07:00	07:00-08:00	08:00-09:00	09:00-10:00	10:00-11:00	11:00-12:00
West Belfast	59	80	59	51	35	30	15	27	22	28	25	26
North Belfast	135	96	129	71	58	55	37	34	51	45	54	46
South Belfast	132	164	136	118	64	47	41	61	78	88	62	74
East Belfast	84	112	70	53	47	33	38	37	41	26	29	40
Down	50	62	39	33	29	16	20	27	32	56	54	47
Ards	53	43	44	43	25	11	10	18	26	28	33	37
North Down	57	69	49	29	29	17	20	21	26	32	40	40
Castlereagh	37	28	49	26	32	16	29	16	28	32	37	30
Antrim	49	47	52	36	18	13	22	26	32	28	34	55
Newtownabbey	63	58	63	46	36	28	12	17	22	37	26	26
Carrickfergus	27	39	19	23	6	8	5	18	23	12	21	25
Lisburn	85	91	55	57	50	30	32	37	50	47	42	48
Newry & Mourne	30	22	38	27	15	9	9	15	28	38	34	35
Armagh	17	17	19	21	18	7	4	16	16	32	28	34
Banbridge	15	17	12	11	6	7	7	2	23	17	19	16
Craigavon	32	37	23	25	18	18	16	42	28	33	30	31
Dungannon & South Tyrone	15	15	14	5	11	7	10	10	23	11	12	13
Fermanagh	33	27	24	21	14	14	13	22	19	21	23	22
Omagh	16	19	16	9	10	7	6	11	9	10	10	13
Cookstown	9	13	13	9	6	10	2	6	5	13	8	7
Magherafelt	9	22	11	2	6	4	6	5	10	15	18	22
Strabane	21	21	26	21	19	16	16	12	16	18	24	15
Foyle	38	103	93	83	53	29	38	36	103	77	72	81
Limavady	12	9	4	9	3	8	6	10	5	8	9	11
Moyle	5	10	7	4	2	2	2	1	5	9	3	6
Ballymena	28	31	26	20	9	5	8	14	10	24	17	15
Ballymoney	10	6	9	4	9	2	-	6	9	5	4	8
Coleraine	48	45	35	31	25	12	29	25	46	37	53	55
Larne	18	18	13	7	5	5	3	5	9	17	9	13
No Assigned DCU	6	8	8	8	3	4	8	13	28	13	17	19
Total	1,193	1,329	1,155	903	661	470	464	590	823	857	847	910

	12:00-13:00	13:00-14:00	14:00-15:00	15:00-16:00	16:00-17:00	17:00-18:00	18:00-19:00	19:00-20:00	20:00-21:00	21:00-22:00	22:00-23:00	23:00-00:00	Total
West Belfast	46	44	39	38	60	44	67	83	73	60	72	64	1,147
North Belfast	55	61	80	63	74	79	105	92	100	134	115	106	1,875
South Belfast	78	65	83	84	95	89	115	121	117	112	130	108	2,262
East Belfast	53	45	60	68	51	70	68	68	65	71	77	75	1,381
Down	35	34	35	36	32	43	36	39	44	39	61	54	953
Ards	37	33	37	40	39	41	41	29	48	56	40	53	865
North Down	39	37	38	39	36	42	56	48	44	50	46	59	963
Castlereagh	27	42	39	41	47	51	45	42	32	42	41	44	853
Antrim	41	40	35	50	44	36	37	42	36	55	49	51	928
Newtownabbey	34	44	35	40	49	49	42	48	52	57	56	66	1,006
Carrickfergus	14	26	51	31	26	39	24	20	27	30	29	32	575
Lisburn	53	61	62	52	72	67	76	93	69	81	97	94	1,501
Newry & Mourne	47	33	49	53	32	33	34	29	28	31	37	37	743
Armagh	39	25	24	8	22	27	32	19	20	21	16	18	500
Banbridge	21	18	18	11	26	22	22	15	16	17	13	19	370
Craigavon	44	36	32	40	45	36	37	31	28	21	36	35	754
Dungannon & South Tyrone	19	17	21	21	13	17	19	19	22	30	22	26	392
Fermanagh	24	24	25	16	18	31	25	29	33	12	18	18	526
Omagh	11	13	13	6	17	12	8	15	14	10	12	16	283
Cookstown	10	9	14	12	5	12	11	10	16	11	7	16	234
Magherafelt	19	15	12	10	16	20	13	13	11	11	9	16	295
Strabane	25	8	17	11	23	14	10	17	17	15	17	26	425
Foyle	82	63	75	116	113	83	88	75	53	41	51	57	1,703
Limavady	10	16	24	20	14	16	7	10	6	13	11	8	249
Moyle	2	8	8	9	3	3	6	3	7	8	4	5	122
Ballymena	26	29	24	35	28	40	30	30	27	19	21	25	541
Ballymoney	6	5	10	9	11	11	14	8	7	11	10	13	187
Coleraine	44	38	36	47	39	37	49	42	42	36	41	43	935
Larne	13	10	14	7	8	13	20	13	15	13	15	17	280
No Assigned DCU	30	28	28	24	34	33	23	24	14	13	13	9	408
Total	984	927	1,038	1,037	1,092	1,110	1,160	1,127	1,083	1,120	1,166	1,210	23,256

Incidents reported by PSNI by Policing Area

2011

Priority Response Grade

	00:00-01:00	01:00-02:00	02:00-03:00	03:00-04:00	04:00-05:00	05:00-06:00	06:00-07:00	07:00-08:00	08:00-09:00	09:00-10:00	10:00-11:00	11:00-12:00
West Belfast	643	656	544	411	280	195	184	204	313	444	527	582
North Belfast	972	906	767	625	479	341	265	318	509	678	817	867
South Belfast	1,384	1,568	1,373	1,121	691	378	271	357	629	805	1,046	1,224
East Belfast	838	754	522	425	342	215	182	237	364	497	569	580
Down	495	524	418	289	166	113	105	160	281	389	466	518
Ards	506	460	324	237	170	126	97	159	226	393	382	457
North Down	628	646	465	305	183	122	106	169	322	417	450	517
Castlereagh	375	273	234	191	136	110	82	141	227	306	315	352
Antrim	365	342	284	222	128	114	98	168	271	388	439	478
Newtownabbey	480	446	370	285	210	108	129	201	348	489	517	524
Carrickfergus	263	204	172	148	77	60	58	102	150	158	169	238
Lisburn	897	801	590	411	295	238	210	317	505	673	701	771
Newry & Mourne	603	577	552	413	261	158	171	263	374	531	661	673
Armagh	287	285	220	154	102	95	84	112	253	344	390	394
Banbridge	308	279	244	138	100	69	74	96	165	264	285	286
Craigavon	624	572	529	372	257	176	190	247	390	521	582	661
Dungannon & South Tyrone	336	332	315	213	151	124	95	170	318	427	427	486
Fermanagh	373	403	374	257	172	121	94	185	297	478	497	518
Omagh	405	335	325	252	141	98	309	234	230	344	350	371
Cookstown	264	260	238	167	84	48	58	79	156	206	245	277
Magherafelt	264	284	215	129	81	48	45	72	145	214	247	255
Strabane	224	228	249	216	144	67	80	107	132	193	241	278
Foyle	1,056	1,082	1,155	758	508	363	334	359	567	829	973	1,002
Limavady	281	247	255	163	89	48	71	86	150	216	264	259
Moyle	101	91	91	52	43	23	27	33	65	109	121	132
Ballymena	538	522	365	247	154	158	222	183	280	499	501	572
Ballymoney	182	140	120	86	44	36	32	60	119	177	180	186
Coleraine	641	663	636	330	202	181	235	174	327	571	651	676
Larne	226	200	193	124	67	63	61	110	143	232	253	289
No Assigned DCU	72	69	73	39	26	45	70	129	257	179	158	187
Total	14,631	14,149	12,212	8,780	5,783	4,041	4,039	5,232	8,513	11,971	13,424	14,610

	12:00-13:00	13:00-14:00	14:00-15:00	15:00-16:00	16:00-17:00	17:00-18:00	18:00-19:00	19:00-20:00	20:00-21:00	21:00-22:00	22:00-23:00	23:00-00:00	Total
West Belfast	640	683	787	815	904	785	766	889	996	1,088	1,048	834	15,218
North Belfast	929	968	1,098	1,199	1,196	1,222	1,197	1,416	1,505	1,536	1,426	1,073	22,309
South Belfast	1,293	1,332	1,434	1,541	1,571	1,576	1,509	1,461	1,424	1,453	1,484	1,361	28,286
East Belfast	634	688	712	747	773	791	785	865	944	996	902	851	15,213
Down	579	498	521	565	582	574	544	553	610	554	581	538	10,623
Ards	481	477	502	572	613	565	592	660	732	686	621	568	10,606
North Down	530	582	707	708	728	688	702	735	793	752	762	741	12,758
Castlereagh	393	376	391	460	478	474	441	496	565	534	452	607	8,409
Antrim	474	488	473	576	616	561	616	559	621	661	556	450	9,948
Newtownabbey	543	601	665	730	723	722	766	938	946	1,016	794	577	13,128
Carrickfergus	240	228	274	306	300	297	318	357	405	379	297	254	5,454
Lisburn	889	897	976	1,037	1,119	1,032	1,094	1,101	1,263	1,187	1,135	1,001	19,140
Newry & Mourne	719	664	717	767	791	812	765	724	778	768	728	646	14,116
Armagh	361	368	379	456	466	404	404	383	439	397	385	317	7,479
Banbridge	309	295	304	372	359	350	335	318	355	384	367	334	6,390
Craigavon	683	721	810	811	856	732	794	794	843	860	752	702	14,479
Dungannon & South Tyrone	426	430	501	570	489	484	480	529	500	454	432	408	9,097
Fermanagh	526	533	595	563	651	590	571	577	553	560	527	433	10,448
Omagh	400	375	475	504	443	419	402	420	405	437	410	634	8,718
Cookstown	244	267	277	298	319	272	295	293	308	302	295	251	5,503
Magherafelt	238	226	282	290	325	319	282	296	317	297	292	306	5,469
Strabane	268	259	276	314	340	295	325	372	406	360	290	228	5,892
Foyle	1,020	1,032	1,180	1,209	1,166	1,117	1,227	1,286	1,254	1,318	1,278	1,149	23,222
Limavady	268	292	317	344	358	360	325	351	370	313	317	330	6,074
Moyle	133	118	152	131	153	162	144	159	147	151	133	124	2,595
Ballymena	584	622	727	737	718	818	696	693	700	702	630	617	12,485
Ballymoney	224	198	227	235	265	250	212	226	229	227	217	207	4,079
Coleraine	668	720	763	823	873	836	811	777	844	835	762	751	14,750
Larne	245	312	339	371	332	340	314	340	343	347	323	274	5,841
No Assigned DCU	193	191	196	233	268	288	188	185	134	112	82	79	3,453
Total	15,134	15,441	17,057	18,284	18,775	18,135	17,900	18,753	19,729	19,666	18,278	16,645	331,182