



FREEDOM OF INFORMATION REQUEST



Request Number: F-2014-05356

Keyword: Organisational Information/Governance

Subject: Crimestoppers

Request and Answer:

Question 1

From information received, I have been advised that the Crimestoppers telephone number which has been promoted as a confidential number (which we are told police cannot see callers numbers) is utter rubbish. It has been confirmed to me that police can indeed see the numbers of callers and the phone is located in a room on the ground floor of police headquarters close to the CC office.

This is a very serious breach of the Crime-stoppers ethos and could potentially lead to a collapse of the crime stoppers programme both nationally and internationally.

Please advise under the FOI how long this misuse of trust has been going on and how long the police have known about it?

Answer

This is to inform you that the Police Service of Northern Ireland has now completed its search for the information you requested.

No Crimestoppers calls are received or answered at any police establishment and the number is confidential.

The calls are not recorded, there is no line display and no 1471 facility. Crimestoppers have never traced a call and details of gender, accents, apparent age or ethnicity of any caller are not recorded and not passed on.

Crimestoppers trained call agents answer these calls in the Crimestoppers Call Centre in Surrey, England. The PSNI, along with numerous other UK forces, pay for this service to ensure anonymity.

The public can contact Crimestoppers anonymously and directly by phone or online.

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.