



## FREEDOM OF INFORMATION REQUEST



**Request Number:** F-2015-02865

**Keyword:** Operational Policing

**Subject:** Non-Emergency And Emergency Calls

### Request and Answer:

#### Question 1

The number of calls to the non-emergency number in each month from its introduction in March 2014 to date.

#### Question 2

The number of these calls that were answered each month.

#### Question 3

The number of these calls answered within: (a) 20 seconds (b) 30 seconds (c) 40 seconds (d) 50 seconds (e) Over one minute.

#### Question 4

The number of calls not answered each month.

**Clarification Received:** In terms of the cost limit, I'm happy to get the information for as far back as costs allow so I would like the information for a year if that is possible.

### Background To Classification On Emergency and Non-Emergency Calls

A call resolution matrix is used to determine what type of police response the caller needs and this is based on four types of grading detailed in Table 2: Early Resolution, Scheduled, Priority and Emergency. This process is applied to all calls received either through the emergency 999 system or the non-emergency number 101. A call or incident is graded as an emergency if; a) a crime is in progress and if there could be a risk to life, b) use or immediate threat of use of violence, c) serious injury caused to a person, d) serious damage caused to property, e) if an offender is disturbed at the scene, has been detained and poses a risk to other people.

Non-emergency is anything that is not deemed to be an emergency such as general enquiries, contacting local police, reporting a crime that has already happened, minor traffic collisions that do not require an emergency response, criminal damage that has already taken place and passing information on criminality (for example drugs or anti-social behaviour).

### Answer 1- 4

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.

Table 1 on page numbered 1 below gives the data requested in questions 1-4 for the period 1<sup>st</sup> April 2014 to 1<sup>st</sup> April 2015.

**N.B.** It is not possible to give information on calls answered in excess of 1 minute as the system does not record these – just over 50 seconds which could be 70 seconds.

#### **Question 5**

A breakdown of how the telephony data for emergency calls was classified for each of the last five years.

#### **Question 6**

The number of calls in each of these classifications for each of the last five years.

**Clarification Received:** In terms of classification I wanted to know how calls are classified from the telephony data and why there is such a big difference between the number of calls and the number of calls lodged as command and control calls. I wanted to see where the other calls go and how they are classified. In this way, I was asking for what the classifications are and then how many calls there were in each of these. I hope that explains it better.

#### **Answer 5-6**

Table 2 below on page numbered 1 gives a breakdown of the information requested in questions 5 and 6 for the past 5 years, 2010 to 2014 inclusive.

**N.B.** The difference in total emergency calls received against those counted and classified is that on many occasions 1 incident could generate a number of 999 calls e.g. road traffic accident on the motorway – the first 999 call reports it and gets the incident created. However the PSNI may receive another 10 999 calls for the same incident which are just added to the log rather than generating a new occurrence for the same incident.

**N.B.** PSNI also receives many 999 calls that are not genuine calls for service. Silent and dropped 999 calls are recorded as emergencies but often it is children playing on the line, which the Call Handler can resolve without police intervention and another common occurrence is alarm activations for monitored Alarms. These get recorded as emergency incidents but often the alarm company will call saying it is a false alarm.”

**N.B.** ‘Classed as Scheduled Appointment’ – the system converts appointments to priority upon activation time so these cannot be counted historically.

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](mailto: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.psnipolice.uk](http://www.psnipolice.uk)

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

### **Table 1 - Non Emergency**

**1<sup>st</sup> April 2014 to 1<sup>st</sup> April 2015**

	Total Calls to 101	Number of calls answered within:				Number of calls not answered
		20 secs	30 secs	40 secs	over 50 secs	
<b>Apr-2014</b>	7844	6167	235	133	699	607
<b>May-2014</b>	9896	8361	263	131	654	477
<b>Jun-2014</b>	9598	8373	184	103	550	370
<b>Jul-2014</b>	10431	9097	180	127	617	411
<b>Aug-2014</b>	12622	11004	189	137	827	463
<b>Sep-2014</b>	13248	11450	166	149	943	526
<b>Oct-2014</b>	13123	11360	209	122	842	578
<b>Nov-2014</b>	11950	10383	163	138	764	489
<b>Dec-2014</b>	11368	9958	151	115	702	439
<b>Jan-2015</b>	10106	9143	104	67	466	322
<b>Feb-2015</b>	10012	8824	154	98	583	347
<b>Mar-2015</b>	11786	9700	180	132	1050	710

**N.B.** It is not possible to give information on calls answered in excess of 1 minute as the system does not record these – just over 50 seconds which could be 70 seconds.

### **Table 2 – Emergency Calls**

	2010	2011	2012	2013	2014
<b>Total Emergency Calls</b>	198460	200980	193571	195632	170547
<b>Classed as Emergency</b>	10983	10343	10965	10457	8073
<b>Classed as Priority</b>	78530	79438	79544	83872	49503
<b>Classed as Scheduled Appt</b>	unable to ascertain				
<b>Classed as Early Resolution</b>	6267	6351	5835	8318	12811

**N.B.** It is not possible to ascertain the number of scheduled appointments due to the way the system is designed. When a scheduled appointment reaches its due date the system automatically changes the code to priority so these cannot be counted historically.

**N.B.** The difference in total emergency calls against those counted and classified is that on many occasions 1 incident could generate a number of 999 calls e.g. road traffic accident on the motorway – the first 999 call reports it and gets the incident created. However the PSNI may receive another 10 999 calls for the same incident which are just added to the log rather than generating a new occurrence for the same incident.