



# FREEDOM OF INFORMATION REQUEST



**Request Number:** F-2015-02247

**Keyword:** Operational Policing

**Subject:** Number of Emergency Calls

**Request and Answer:**

**Question 1**

I would like to request the following information under the Freedom of Information Act 2000. The number of emergency calls received by the PSNI in each of the past five years.

**Question 2**

The number of these calls where officers did not attend in each of the past five years.

**Question 3**

The number of these calls that were deemed to be a hoax in each of the past five years.

**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.

Emergency call data is obtained from 2 sources, Telephony data and Command and Control. The figures are different due to how we record or do not record contacts as not all 999 calls for service are true emergency calls.

Please find a table below showing Telephony Data regarding 999 calls received in each of the past 5 years.

| 2010   | 2011   | 2012   | 2013   | 2014   |
|--------|--------|--------|--------|--------|
| 198460 | 200980 | 193571 | 195632 | 208284 |

Please be advised that there is a degree of double counting in 2014 due to system changes. Please use other years for the trend.

Please see table below providing the number of Command & Control serials received by 999, the number of Command & Control serials received by 999 where officers did not attend in each of the past 5 years and the number of Command & Control serials received by 999 which were closed as a 'Hoax' in each of the past 4 years. 999 calls closed as 'Hoax' is not available for 2010.

|  | 2010                 | 2011  | 2012  | 2013   | 2014  |
|--|----------------------|-------|-------|--------|-------|
| Command & Control<br>serials received by 999   | 96362                | 96710 | 96675 | 103003 | 71146 |
| Command & Control<br>serials received by 999<br>and Early Resolution /<br>No Attendance  | 6267                 | 6351  | 5835  | 8318   | 12811 |
| Command & Control<br>serials received by 999<br>and Early Resolution /<br>No Attendance and has<br>HXCL (Hoax) closing<br>code | no data<br>available | 188   | 296   | 354    | 835   |

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.psni.police.uk](http://www.psni.police.uk)

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