



FREEDOM OF INFORMATION REQUEST



Request Number: F-2015-03459

Keyword: Organisational Information/Governance

Subject: Abandoned 101 Calls

Request and Answer:

Question 1

In 2014/15 how many 101 calls went unanswered or dropped?

Answer

Your request for information has now been considered. In respect of Section 1(1)(a) of the Act I can confirm that the Police Service of Northern Ireland does hold information to which your request relates. The decision has been taken to disclose the following.

Between the 1st April 2014 and the 31st March 2015, there were a total of 131,984 calls received through the '101' non-emergency number, 5739 of which were abandoned.

Note: An Abandoned call can result from a number of factors, for example, the caller changed their mind and hung up, the call was not answered quickly enough and the caller hung up, the mobile signal dropped out, resulting in an abandoned call etc.

Question 2

Since April 2015 to 1st November 2015 how many 101 calls have gone unanswered or dropped?

Answer

From the 1st April 2015 to the 1st November 2015, a total of 98,203 calls were received by the '101' non-emergency number, 4340 of which were abandoned.

Note: An Abandoned call can result from a number of factors, for example, the caller changed their mind and hung up, the call was not answered quickly enough and the caller hung up, the mobile signal dropped out, resulting in an abandoned call etc.

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.