

Keeping People Safe



## FREEDOM OF INFORMATION REQUEST



**Request Number:** F-2015-01215

**Keyword:** Organisational Information/Governance

**Subject:** Cost of Chief Constable's Letter

### Request and Answer:

#### Question

The Chief Constable has sent a letter to every household in Northern Ireland. What was the total cost of this?

#### 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.

The 1<sup>st</sup> of April 2015 marked the commencement of the biggest restructuring in local policing in the last 16 years. 11 new local policing Districts have been created and aligned to the new local Super Councils.

The restructuring brought with it the creation of new local policing command teams who have responsibility for keeping people safe, through policing with the community, in their own local area. The PSNI are totally committed to ensuring that we communicate changes that may impact on the community. The restructuring and appointment of the new local command teams is information which our community need to know.

In devising our communication campaign we relied on the information which the public have given us on their preferred method of communication. This information was obtained independently through market research carried out following previous mailing campaigns.

This research told us that (84%) of people who said they would like to receive more information from the PSNI stated that they would like to receive this through an information pack sent in the post to their house and (46%) rated 'updates from the Chief Constable about the Northern Ireland Police Service' as important to them.

The overall cost of this mailing campaign was £140,000 which equates to 17.5p per household.

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.