



FREEDOM OF INFORMATION REQUEST



Request Number: F-2015-00039

Keyword: Organisational Information/Governance

Subject: Non-Emergency '101' Calls Received By PSNI

Request and Answer:

Question

1. Can you provide details of how many calls have been received by PSNI on the 101 number since it was launched? Is it possible to get a monthly and geographical breakdown?
2. Do you have details of the answer times and what the targets are for answering such calls?
3. Also can you provide details of how many of the calls went unanswered?

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.

Please find below tables showing the total number of non-emergency calls received by the PSNI from March 2014 broken down by area and month. Also included is the percentage of the calls answered within the target time of 30 seconds and the number of abandoned calls for this time period.

Note: An abandoned call is when the contact was disconnected before being addressed by the system or a user. In particular the caller disconnected before the call was answered by a user or the system.

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.

Total 101 Calls Made into the 101 System

Main Town/City examples of District Area	Belfast, Lisburn, Bangor, Newtownabbey, Antrim, Ards	Omagh, Newry, Armagh, Banbridge, Dungannon, Lurgan, Enniskillen	Londonderry / Derry, Magherafelt, Coleraine, Ballymena, Larne, Portrush
2014	A-D Districts	E-F District	G-H District
Mar	3,441	1,755	1,309
Apr	16,619	9,123	6,901
May	19,429	12,557	12,093
Jun	19,817	13,865	11,781
Jul	21,796	14,798	14,070
Aug	29,283	18,344	16,511
Sep	29,534	20,564	16,531
Oct	29,860	19,969	15,962
Nov	27,887	17,781	14,078
Dec	27,045	16,558	13,122
TOTAL	224,711	145,314	122,358

Percentage of Non-Emergency Calls Received and Answered in Contact Management within Target time of 30 seconds This includes 101, 08456008000 and 02890650222

Main Town/City examples of District Area	Belfast, Lisburn, Bangor, Newtownabbey, Antrim, Ards	Omagh, Newry, Armagh, Banbridge, Dungannon, Lurgan, Enniskillen	Londonderry / Derry, Magherafelt, Coleraine, Ballymena, Larne, Portrush	Northern Ireland	
ANSWERED WITHIN 30 SECONDS	A-D Districts	E-F District	G-H District	Department	Target
2014					
Mar	87.4%	96.9%	93.3%	92.5%	90.0%
Apr	80.5%	97.8%	94.4%	90.9%	90.0%
May	85.9%	96.9%	94.5%	92.4%	90.0%
Jun	87.6%	89.8%	95.2%	90.9%	90.0%
Jul	89.4%	94.4%	95.1%	93.0%	90.0%
Aug	89.1%	94.5%	93.4%	92.3%	90.0%
Sep	87.6%	93.7%	92.7%	91.3%	90.0%
Oct	87.9%	95.0%	94.8%	92.6%	90.0%
Nov	87.4%	96.2%	94.0%	92.5%	90.0%
Dec	88.3%	97.2%	94.9%	93.5%	90.0%

Main Town/City examples of District Area	Belfast, Lisburn, Bangor, Newtownabbey, Antrim, Ards	Omagh, Newry, Armagh, Banbridge, Dungannon, Lurgan, Enniskillen	Londonderry / Derry, Magherafelt, Coleraine, Ballymena, Larne, Portrush
2014	A-D Districts	E-F District	G-H District
All Abandoned Calls 101,084565022 & 02890650222 received in Contact Management			
Mar	217	79	58
Apr	760	146	86
May	943	151	99
Jun	650	141	144
Jul	686	132	185
Aug	596	146	178
Sep	607	191	206
Oct	793	151	150
Nov	692	137	117
Dec	667	113	89
TOTAL	6,611	1,387	1,312