



# FREEDOM OF INFORMATION REQUEST



**Request Number:** F-2017-02065

**Keyword:** Operational Policing

**Subject:** Emergency and 101 Calls

**Request and Answer:**

**Question 1**

I am investigating the impact of recent terrorist atrocities on police 999 and 101 services. I am requesting the following information in accordance with the Freedom of Information Act 2000.

Please state the number of

- a) 999 calls
- b) 101 calls

received by your force's control room from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month.

**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.

Please find a table included below which contains the requested information on the 999 and 101 calls received by the PSNI between the 1<sup>st</sup> January 2016 and the 30<sup>th</sup> June 2017, broken down by calendar month.

	Total 999's received	Total 999's abandoned	999 answer time national indicator	% answered within 10 seconds	Total 101's received	Total 101's abandoned	101 answer time national indicator	% answered within 30 seconds
<b>Jan-16</b>	13274	161	10 seconds	90.80%	40165	1345	30 seconds	86.00%
<b>Feb-16</b>	12499	195	10 seconds	93.43%	41817	1793	30 seconds	86.23%
<b>Mar-16</b>	14203	200	10 seconds	94.57%	47942	2083	30 seconds	85.83%
<b>Apr-16</b>	13297	190	10 seconds	96.57%	42226	878	30 seconds	96.97%

<b>May-16</b>	14984	236	10 seconds	98.50%	46577	1029	30 seconds	91.97%
<b>Jun-16</b>	14852	227	10 seconds	91.70%	46502	1087	30 seconds	91.90%
<b>Jul-16</b>	15454	274	10 seconds	93.10%	46174	1007	30 seconds	93.03%
<b>Aug-16</b>	15884	296	10 seconds	92.03%	49716	1457	30 seconds	91.10%
<b>Sep-16</b>	15035	217	10 seconds	93.47%	47342	1351	30 seconds	91.23%
<b>Oct-16</b>	15766	257	10 seconds	92.50%	47958	1339	30 seconds	90.90%
<b>Nov-16</b>	13316	118	10 seconds	95.40%	39998	824	30 seconds	93.60%
<b>Dec-16</b>	15126	240	10 seconds	91.40%	45723	1815	30 seconds	87.90%
<b>Jan-17</b>	13429	240	10 seconds	97.87%	40165	1115	30 seconds	88.43%
<b>Feb-17</b>	12814	245	10 seconds	91.00%	43161	1682	30 seconds	86.10%
<b>Mar-17</b>	14299	215	10 seconds	90.67%	48244	2681	30 seconds	82.73%
<b>Apr-17</b>	15011	283	10 seconds	89.37%	50250	2926	30 seconds	81.73%
<b>May-17</b>	15437	415	10 seconds	88.90%	57342	3923	30 seconds	79.33%
<b>Jun-17</b>	14731	317	10 seconds	88.17%	58594	4770	30 seconds	74.73%

### Question 2

Please state the number of

- a) 999 calls
- b) 101 calls

that were abandoned or terminated before being answered by an operator in your force's control room from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month.

### Answer

Please see the table included in answer to Question 1 above.

### Question 3

Please state the waiting time targets for your force for

- a) 999 calls
- b) 101 calls

### Answer

Please see the table included in answer to Question 1 above.

### Question 4

Please state the number of

- a) 999 calls

b) 101 calls

that breached your force's waiting time targets from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month.

**Answer**

Please see the table included in answer to Question 1 above.

**Question 5**

Please state the 95th percentile waiting time for

- a) 999 calls
- b) 101 calls

received by your force's control room. Please provide information from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month.

**Answer**

The PSNI call management centre has confirmed that the PSNI do not calculate figures for the 95th percentile.

**Question 6**

Please state the number of

- a) 999 calls
- b) 101 calls

your control room received from outside you force area. Please provide information from January 1st 2016 to 30th June 2017. Please break the number of calls down by calendar month.

**Answer**

The PSNI call management centre has confirmed that we do not record or collate statistics in relation to 999 calls received from outside our service area.

**Question 7**

Please provide a copy of your forces guidance for answering calls from outside your force area. Please include a copy of any guidance explaining why your force might receive these calls.

**Answer**

The PSNI call management centre has confirmed that calls from outside our service area would be dealt with as with any call be it 999 or 101. We are not aware of any guidance documents explaining why we would receive such calls. PSNI may assist other Emergency Services by taking calls for that service as presented by BTOS or 101. This is in addition to PECS – Public Emergency Call Service arrangements

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.