



FREEDOM OF INFORMATION REQUEST



Request Number: F-2018-00101

Keyword: Crime

Subject: Emergency Calls

Request and 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 some information to which your request relates and this is being provided to you. We do not however hold information in relation to request 3. We have also provided you with links to guidance issued by the Information Commissioner's Office which we have followed in responding to your request.

Request 1

How many alarm response emergency calls did PSNI receive in the following 12 month periods, or whatever measurable 12 month period PSNI uses to record such data;

- a. January 2017 – December 2017
- b. January 2016 – December 2016
- c. January 2015 – December 2015

Clarification Sought

Is this request only in relation to emergency alarm calls i.e. Personal attack alarms or all alarm calls that the PSNI receive as most alarms would not be an emergency response but would receive a priority response?

Clarification Received

For clarity, the FOI request related to all alarm calls.

Answer

- a. January 2015 – December 2015- 14948
- b. January 2016 – December 2016- 15424
- c. January 2017 – December 2017- 15111

Request 2

How many of these calls were false alarms, or required no police action, for each period of data given?

Answer

- a. January 2015 – December 2015- 14348
- b. January 2016 – December 2016- 14849
- c. January 2017 – December 2017- 14529

Request 3

What is the cost to PSNI to respond to an alarm response emergency call?

Answer

PSNI do not retain information that enables us to determine the amount of time spent at each alarm call or indeed the number of officers that attend each alarm call, as this can differ significantly depending on the call. There are also different pay scales for each officer and therefore we are unable to provide costs.

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.