



FREEDOM OF INFORMATION REQUEST



Request Number: F-2018-02699

Keyword: Operational Policing

Subject: 101 Calls Unanswered 2016 - To Date

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 information to which your request relates. The decision has been taken to disclose the following.

Request 1

How many 101 calls went unanswered in the following periods?

2016-17
2017-18
2018-19

Request 2

How many 101 calls were abandoned in the following periods?

2016-17
2017-18
2018-19

Request 3

How many 101 calls were there in total in the following periods?

2016-17
2017-18
2018-19

Answers

Please see the responses in the table below.

Please note that 'unanswered 101 calls and 'abandoned' calls are one of the same. If a call is abandoned it unanswered and It will always be the caller who decides to abandon if the call is queued and no-one is available to answer at that time.

	Calendar Year	2016	2017	2018 - to 14 th Nov
Q.1	Unanswered 101 Calls	15819	33221	79395
Q.2	Abandoned 101 Calls	15819	33221	79395
Q.3	Total 101 Calls	542140	608362	613767

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.