



FREEDOM OF INFORMATION REQUEST



Request Number: F-2018-01972

Keyword: Organisational Information/Governance

Subject: 101 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 number 2.

Request 1

Under the Freedom of Information Act I would like to request a Microsoft Excel Spreadsheet breakdown of the number of phone calls made to the non-emergency police number 101. Please provide the information in the following column headings. The number of total calls by month from January 2018 to August 2018 (inclusive)?

Answer

January	February	March	April	May	June	July	August
50456	47166	57783	56241	63932	65714	66657	65527

Request 2

The number of calls that were not a police matter, by month from January 2018 to July 2018 (inclusive), including the reason given for the call?

Answer

PSNI Contact Management advice that PSNI do not record this information.

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.psnj.police.uk

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.