



## FREEDOM OF INFORMATION REQUEST



**Request Number:** F-2019-00010

**Keyword:** Organisational Information/Governance

**Subject:** 999 Calls Relating to Spiders in 2018

### 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

Please provide me with the total number of 999 calls made to your police force in 2018 where 'spider' or 'spiders' was the reason for the call.

#### Answer

PSNI Urban Contact Management Centre has stated this is not a statistic that is routinely held. However, after looking at a list of all Command and Control incidents for the entire year of 2018 that contained the words 'spider' or 'spiders' in the description field or call log, this search of Command and Control provided a list of 80 incidents. Each incident was read through to ascertain if it matched the criteria set by the requestor. This narrowed the list down to 10 incidents which matched the criteria

#### Request 2

As much detailed information as possible on the reason for the call.

#### Answer

Please see attached spreadsheet. Detailing the reasons for the call to police containing the words 'spider or 'spiders'.

#### Request 3

The outcome of the call - e.g. if police attended or not

#### Answer

Please see attached spreadsheet. Detailing the outcomes for the call to police containing the words 'spider or 'spiders'.

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.