

Keeping People Safe



## FREEDOM OF INFORMATION REQUEST



**Request Number:** F-2022-00283

**Keyword:** Operational Policing

**Subject:** 101 Calls

### Request and Answer:

Your request for information has now been considered. In respect of Section 1(1)(a) of the Act we 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

I'd like to know how many of the following offences were reported to your force via the 101 number in the 2021 calendar year:

- A) Rape
- B) Burglary
- C) Stalking
- D) Hate crime

#### Answer

PSNI have identified the following number of reports made in relation to the requested offences via 101:

- A) 172 rape reports.
- B) 1691 burglary reports.
- C) There is no stalking closing or sub-closing codes recorded for 101 calls, only a historical stalking code, which returned 0 reports. A search using the terms 'stalk' and 'stalking' was conducted for 101 calls in 2021, which returned 3 reports.
- D) 1268 Hate crime reports. This includes all Hate qualifiers reported via 101 for 2021.

#### Request 2

I'd also like to know your average 101 waiting time for 2021 calendar year.

#### Answer

PSNI can advise that the average wait time for 101 calls during 2021 was 1min 37 sec.

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 Corporate Information Branch, 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 Corporate Information Branch, 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 remain dissatisfied with the handling of your request, you may make a complaint to the Information Commissioner's Office, under Section 50 of the Freedom of Information Act, 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', or use the ICO self-service portal available at [www.ico.org.uk/make-a-complaint/officialinformation-concerns-report/official-information-concern/](http://www.ico.org.uk/make-a-complaint/officialinformation-concerns-report/official-information-concern/)

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 their 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.