



FREEDOM OF INFORMATION REQUEST



Request Number: F-2022-01846

Keyword: Organisational Information/Governance

Subject: Calls Made to PSNI

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 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 4 below. We further consider the information you seek in request numbers 1 & 2 is exempt by virtue of section 21 of FOIA and have detailed our rationale as to why this exemption applies. 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

I am writing to ask for the following information please:

The number of 999 calls

(a) received and

(b) NOT answered in the calendar years (i) 2018 (ii) 2019 (iii) 2020 (iv) 2021

Request 2

The number of 101 calls

(a) received and

(b) NOT answered in the calendar years (i) 2018 (ii) 2019 (iii) 2020 (iv) 2021

Answers 1 & 2

Your request for information has now been considered and the Police Service of Northern Ireland (PSNI) is not obliged to supply the information you have requested.

Section 17(1) of the Freedom of Information Act 2000 requires the Police Service of Northern Ireland, when refusing to provide such information (because the information is exempt) to provide the applicant with a notice which:

(a) states the fact,

(b) specifies the exemption in question and

(c) states (if that would not otherwise be apparent) why the exemption applies.

The following exemption has been applied:

Section 21 - Information Reasonably Accessible by Other Means

The information you request is publically available on the PSNI website and for convenience I have provided a link to the website below:

[police-service-of-northern-ireland---emergency-and-non-emergency-telephone-call-statistics.docx](https://www.psni.police.uk/police-service-of-northern-ireland---emergency-and-non-emergency-telephone-call-statistics.docx)
(live.com)

Please note: 999 calls are technically not abandoned, if the caller has cleared the line the call will still present to PSNI to answer, PSNI then conduct call backs. In relation to 101 calls the call will simply drop out / abandon i.e. caller hangs up before answered and show as an abandoned statistic.

Request 3

The number of online crime reports received in the calendar years (i) 2018 (ii) 2019 (iii) 2020 (iv) 2021

Answer

Please see the below table:

Year	Number of Reports
2018	454
2019	1877
2020	28,404
2021	31,400
2022 (Year to Date)	14,475
Total	76,610

Request 4

The number of "live chats" initiated through your website in the calendar years (i) 2018 (ii) 2019 (iii) 2020 (iv) 2021

Answer

Enquiries made in relation to your request failed to locate any records or documents relevant to your request based on the information you have provided. PSNI have no platform on our website for "live chats". Accordingly, we have determined that the Police Service of Northern Ireland does not hold the information to which you seek access.

The full text of exemptions can be found at www.legislation.gov.uk and further guidance on how they operate can be located on the Information Commissioners Office website www.ico.org.uk.

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.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/

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.psnj.police.uk

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