

Keeping People Safe



## FREEDOM OF INFORMATION REQUEST



**Request Number:** FOI-2020-02019

**Keyword:** Human Resources

**Subject:** PSNI Contact Management Centre

### 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 police staff (whole / full time equivalents) are employed within your force control room?

#### Answer 1

Within the PSNI Contact Management Centre (CMC) a total of 323 staff are employed and out of this total, 304.86 work the equivalent of full time.

#### Request 2

Between 01/04/2018 and 31/03/2020, how many police staff (whole / full time equivalents) have been recruited into your control room? Please break this down by years 18/19 and 19/20 where possible.

#### Answer 2

A total of 75 Police Staff have been recruited into CMC between 01 April 2018 and 31 March 2020. This total has been broken down for each year as follows: 2018 = 30, 2019= 31 and 2020 =14.

#### Request 3

Between 01/04/2018 and 31/03/2020, how many police staff (whole / full time equivalents) have left your control room? Please break this down by years 18/19 and 19/20 where possible.

#### Answer 3

A total of 16 Police Staff have left the CMC between 01 April 2018 and 31 March 2020. This total has been broken down for each year: 2018 = 5, 2019 = 9 and 2020 = 2.

#### Request 4

Of the staff (whole / full time equivalents) that have left the control room between 01/04/2018 and 31/03/2020. Please break down the reason for leaving (where possible). For example, number of staff that left the control room:

- To Police officer intake
- To Retirement

- For performance or standards related reasons
- To another role within the force
- To employment outside of force
- Other

#### **Answer 4**

The reasons for providing for leaving are as follows: Retirement = 9, Other = 1 and Resignation = 6.

#### **Request 5**

Do you have a tenure period for staff employed into your control room that limits their ability to move into other areas of your force operations?

If yes, for what period is the tenure in place?

#### **Answer 5**

When a staff member is appointed to the Police Service of Northern Ireland they have to complete a probationary period of 12 months. Upon successfully completing this they are then deemed substantive and can apply for selection processes and submit a transfer request.

This is dependent on their terms and conditions of employment as they may have a 24 month commitment period to the role.

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 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.