



FREEDOM OF INFORMATION REQUEST



Request Number: F-2022-02526

Keyword: Crime/Incident Statistics Other and Multiple Crime/Incident types

Subject: Emergency Calls and Response Times

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 some of the information in a retrievable format in relation to request 2. 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

Number of emergency calls made year by year for the past 5 years broken down by policing district.

Request 2

The response times to those calls set out by policing district.

Answers 1 & 2

Please see the information requested in the attached Excel Spreadsheets. Please note, we do not hold the information for response times for 2017 – 2019 broken down by policing district in a retrievable format.

Please note in conjunction with the information the following caveat:

These are Indicative percentage values regarding our Service Level Agreement (SLA) in relation to call attendance times. The organisational SLA target is to attend 90% of all Emergency Calls within 15 minutes and all Priority Calls within 60 minutes. This calculation considers call type changes and changes to scheduling.

Further information can be found on Police Emergency and Non-Emergency telephone calls using the following link www.psnl.police.uk/what-are-priorities-are-and-how-we-are-doing

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

Corporate Information Manager, 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 unhappy about how your request has been handled you have the right to apply in writing to the Information Commissioner, under Section 50 of the Freedom of Information Act, at 'Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. There are a number of other platforms you can use to contact the ICO and these can be found on the ICO's website at the following link: [Make a complaint | ICO \(https://ico.org.uk/make-a-complaint/\)](https://ico.org.uk/make-a-complaint/).

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

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