



FREEDOM OF INFORMATION REQUEST



Request Number: F-2017-01589

Keyword: Organisational Information/Governance

Subject: Calls to the PSNI

Request and Answer:

Question 1

How many calls were made to 101 in Northern Ireland in the last tax year (April 1, 2016- Mar 31, 2017)?

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.

430,176 calls were made to the 101 number in Northern Ireland between April 1st 2016 and March 31st 2017.

Question 2

How many calls were made to 999 in Northern Ireland in the last tax year?

Answer

174,256 calls were made to the 999 number in Northern Ireland between April 1st 2016 and March 31st 2017.

Question 3

How much did the PSNI make on the 15p per call paid by the bill payer per 101 call in last year tax year in total?

Answer

The PSNI do not derive any income from the 101 service.

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.

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

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