| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-0923  Responded to: 6th June 2023 |
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Your recent request for information is replicated below, together with our response.

**1. How many calls across the organisation (Police Scotland) have been assigned to SC06 since the implementation of the STORM UNITY system?**

**2. How many calls across the organisation (Police Scotland) have been assigned to SC07 since the implementation of the STORM UNITY system?**

**3. What is the breakdown of these allocations by division and command area, for both codes?**

**4. On how many occasions did an officer attend a scene following the application of the SC07 (or SC06) code by C3?**

**5. If an officer attended, what was the time between the following: the call being received by police Scotland (and an incident log created); the application of the code by RT (resolution team) at C3 and then an officer attending on scene?**

**6. Given both are interim codes what was the eventual update from the officers and closure code applied by C3?**

**7. For each call, what was the grading at the time when the call came in?**

**8. For each call, what was the grading at the time when the call was closed?**

**9. Please clarify the specifics of the ‘risk management procedure’ employed prior to the application of these codes?**

**10. What interaction takes place between resolution team sergeants at C3 and divisional sergeants in the decision making process for this?**

**11. Detail the specifics of the ‘divisional management process’ used by the divisions when handling SC07 call cards/incidents?**

**12. What training do Divisional ‘risk managers’ get in terms of grading and/or accepting a call into the SC07 process?**

**13. What procedures are in place to ensure management of these call cards is tracked and auditable?**

On 17th April 2023 you advised that you were reducing the scope of your request to questions 1, 2, 4 and 7 which I have renumbered as 1-4 below.

## 1. How many calls across the organisation (Police Scotland) have been assigned to SC06 since the implementation of the STORM UNITY system?

20,678

## 2. How many calls across the organisation (Police Scotland) have been assigned to SC07 since the implementation of the STORM UNITY system?

13,699

## 3. On how many occasions did an officer attend a scene following the application of the SC07 (or SC06) code by C3?

SC06 – 3,802 occasions, 2,800 incidents

SC07 – 2,270 occasions, 1,518 incidents

Please note that we have taken ‘occasions’ to mean the number of ‘At Scene’ status messages which were received after the SC06 or SC07 was applied. As such, there can be more than one per incident if multiple units arrive or if officers attend again at a later time.

## 4. For each call, what was the grading at the time when the call came in?

Following a clarification request, you advised that by grading “I would like both the call priority, and the initial incident type information”

You also acknowledged that you were aware that call priority can change over the duration of the call.

Please note that Police Scotland no longer use grading for calls and now record a calls priority. We previously recorded calls by grade and your request covers the time before and after we changed to priority. For simplicity, I have used the term priority within my response to refer to either call grading or call priority.

If I start by just looking at the call priority aspect of your question, I regret to inform you that I am unable to provide you with the information you have requested, as it would prove too costly to do so within the context of the fee regulations.

As you may be aware the current cost threshold is £600 and I estimate that it would cost well in excess of this amount to process your request.

As such, and in terms of Section 16(4) of the Freedom of Information (Scotland) Act 2002 where Section 12(1) of the Act (Excessive Cost of Compliance) has been applied, this represents a refusal notice for the information sought.

By way of explanation, if I just look at just the call priority in the first instance, whilst a search was conducted in order to retrieve this information, it became clear that due to differences in how incidents are recorded, we would not be able to automatically retrieve the requested information for most incidents. A manual review of individual incidents would be required to establish the priority of the call when it was initially input.

In this case over 17,000 incidents would need to be manually checked. At a conservative estimate of 2 minutes per record, this equates to over 566 hours of work to provide the information requested.

Police Scotland have assessed that the £600 cost limit within the Act equates to 40 hours of work and so this part of your request would breach the cost threshold.

You may wish to consider reducing the timescale that your request covers which may allow some information to be provided.

If you require any further assistance please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by [email](mailto:enquiries@itspublicknowledge.info) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.