| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-0323  Responded to: 4 April 2024 |
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Your recent request for information is replicated below, together with our response.

## Please provide the number of calls to Police Scotland's control rooms, broken down for each day of the year, in the calendar years 2023, 2022 and 2021

Following clarification:

## Can you supply data on the number of incidents actioned by ACR and also the total calls to the Service Centre broken down for each day of the year, in the calendar years 2023, 2022 and 2021

The attached table provides a daily breakdown of recorded incidents on our STORM system for the period 01/01/2021 to 31/12/2023.

Unfortunately, I estimate that it would cost well in excess of the current FOI cost threshold of £600 to process the part of your request relating to the daily number of calls to the Service Centre. I am therefore refusing to provide the information sought in terms of section 12(1) of the Act - Excessive Cost of Compliance.

By way of explanation, our system for call handling data can only retrieve figures going back for a one year period. In addition, a manual process would be required to obtain actual daily figures from the system and to undertake this exercise would greatly exceed the cost threshold set out within the Act.

To be of assistance, information relating to 101 and 999 calls received broken down on a monthly basis is available on the Police Scotland website at the following link:

[How we are performing - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/)

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.