| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-0053  Responded to: 30 January 2024 |
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Your recent request for information is replicated below, together with our response.

## I am writing to request information under the Freedom of Information (Scotland) Act 2002. My request is in relation to police service call handlers and is requested in order to provide accurate information to be used as part of my university dissertation. Specifically, I would like to request the following: - Attrition rates of staff in the call handling role, in the past 5 years

April 23- to date – 15.65% attrition

April 22-April 23 – 20.93% attrition

Jan 21-Mar 22 – 6% attrition

Jan 20-Dec 20 – 5.58% attrition

Jan 19-Dec 19 – 8.46% attrition

Please note these figures previously were documented per calendar year but recently changed to be in line with the financial year which you will see above.

## - The volume and performance figures of 999 and 101 calls in 2019 and during the covid pandemic.

In terms of Section 16 of the Freedom of Information (Scotland) Act 2002, I am refusing to provide you with the information sought. Section 16 requires Police Scotland when refusing to provide such information because it is exempt, to provide you with a notice which:

(a) states that it holds the information,

(b) states that it is claiming an exemption,

(c) specifies the exemption in question and

(d) states, if that would not be otherwise apparent, why the exemption applies.

I can confirm that Police Scotland holds the information that you have requested and the exemption that I consider to be applicable is set out at Section 25(1) of the Act - information otherwise accessible:

“Information which the applicant can reasonably obtain other than by requesting it under Section 1(1) is exempt information”

To be of assistance, I have attached a link below which provides the information you have requested.

<https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/>

## - Have any employee satisfaction surveys been instigated for staff in control rooms and call handling positions?

## - and if so, the breakdown of responses related to any stress related questions and comment sections.

I can advise that Police Scotland does not hold the above requested information. In terms of Section 17 of the Act, this letter represents a formal notice that information is not held.

By way of explanation, we have not carried out any staff satisfaction surveys in relation to this.

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.