| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-1524  Responded to: xx July 2024 |
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Your recent request for information is replicated below, together with our response.

## 1. During an incident how long does it usually take for a police dispatcher to enter updates / information on the Storm Command and control system after receiving vital details via airwaves radio from an officer dispatched to an incident?

In terms of the question posed, I must advise you that your request appears to relate to information which it is not possible to collate and for this reason I must respond in terms of Section 17(1) of the Act: Information not held.

To clarify the phrase ‘receiving vital details’ is subjective and non-specific and will vary across every recorded incident.

More generally, an airwave status change is triggered by a button press / voice communication which in almost every case is near instantaneous, depending on distance from the airwave mast, atmospheric conditions end network performance, for example.

However, voice communication may not necessarily be about the incident an officer is attached to. This would therefore be an impractical thing to measure without making significant assumptions which may not be accurate.

**2. Can Storm call card details be amended?**

Yes, it is possible to amend the textual content of an incident, however only by exception. These include examples such as redactions of content due to information sensitivity or “Right to be Forgotten” requests. Redactions require to be authorised by a Chief Inspector or above and are only by exception.

The process clearly documents that a modification of the original text has been made and includes a reference number which can be matched to the request. An audit trail exists to ensure the process is recorded appropriately.

## 3. Can you list all the card detail fields on Storm Command and control system i.e.  incident location, caller details etc?

With regards to providing specific field details requested, this information is considered to be exempt and Section 16 of the Act requires Police Scotland 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.

Where information is considered to be exempt, this letter serves as a Refusal Notice that information is held and an explanation of the appropriate exemption is provided.

The exemption which applies is detailed below;

## Section 33(1) (b) – Commercial Interests

Such information will not be disclosed whilst remaining relevant, as it is considered to be commercially sensitive. Disclosure of this information would give a competitive advantage to companies in any future tender process as it would provide a detailed breakdown of the design and structure of the current system.

Disclosure could reduce the number of companies tendering for the supply of goods and services, they being aware that Police Scotland will disclose commercially sensitive information.

This is likely to negatively impact on the tendering process used by the service to ensure it purchases the most efficient and cost effective services in the future and prejudice the commercial interests of Police Scotland.

This is a non-absolute exemption which requires the application of the Public Interest Test.

Public Interest Test:

Police Scotland is a publicly funded organisation and therefore the Service has an obligation to obtain best value for money with particular services. Further, in order to do this, it is essential to maintain working relationships with companies that tender their services. As such, Police Scotland will not disclose any information that would impact on the ability to do both.

The public interest would not be served if it were no longer possible to engage companies in a tender offer if they believed that conducting business with Police Scotland would result in such detailed information being released.

## 4. Is there any officer within your Police Force that can amend / delete Storm log entries i.e. incident updates?

Yes, the response to Q2 can also be applied here. The process is by exception and completed by a database administrator who has received tracked approval from a Chief Inspector or above.

## 5. What is the name of the computer system police officer statements are recorded on.

Since December 2023, the majority of police officer statements are recorded and submitted via the National Case application.

A number of police statements are submitted via the Home Office Large Major Enquiry System (Holmes) though work is ongoing to have these submitted via National Case as well.

## 6. Can police officers delete or amend their statements, if so is the original version retained?

Statements submitted to and receipted by COPFS via National Case cannot be amended or resubmitted. Up until that point officer’s statements can be edited with a full audit trail available of those who have accessed or modified the statement.

## 7. What is the minimum amount of time police officers statements are retained for?

Statements currently held on National Case are not subject to deletion from the National Case application.

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.