| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-2982  Responded to: 15 January 2025 |
| --- | --- |

Your recent request for information is replicated below, together with our response.

Tackling domestic abuse is a priority for Police Scotland and we are committed to working with our partners to reduce the harm it causes and ultimately eradicate it.

Domestic abuse is a despicable and debilitating crime which affects all of our communities and has no respect for ability, age, ethnicity, gender, race, religion or sexual orientation.

Police Scotland will not tolerate it.

Police Scotland will proactively target perpetrators and support victims to prevent domestic abuse from damaging the lives of victims and their families.

Police Scotland defines domestic abuse as:

“Any form of physical, verbal, sexual, psychological or financial abuse which might amount to criminal conduct and which takes place within the context of a relationship. The relationship will be between partners (married, cohabiting, civil partnership or otherwise) or ex-partners. The abuse may be committed in the home or elsewhere including online.”

This definition is included in the Joint Protocol between Police Scotland and the Crown Office and Procurator Fiscal Service (COPFS), “In partnership challenging domestic abuse” which can be accessed online - [What is domestic abuse? - Police Scotland](https://www.scotland.police.uk/advice-and-information/domestic-abuse/what-is-domestic-abuse/).

1. **In each year since 2019-20, how many ‘house calls’ have Police Scotland made relating to suspected domestic abuse? This would involve incidents where the police were dispatched to a residence due to there being suspicion of domestic abuse occurring at that residence, or because an individual within that residence was suspected of carrying out domestic abuse? Please provide this for each year and break down by Police division if possible.**

We have interpreted your reference to ‘house calls’ to be a request for data regarding police officer attended domestic abuse incidents.

On that basis, the table below details the information sought:

*Domestic Incidents attended - recorded on STORM - financial years 2019/20 - 2023/24*

| **Division** | **2019/20** | **2020/21** | **2021/22** | **2022/23** | **2023/24** |
| --- | --- | --- | --- | --- | --- |
| North East | 5,004 | 4,310 | 3,963 | 4,041 | 4,094 |
| Tayside | 5,046 | 4,336 | 4,081 | 4,002 | 4,181 |
| Highlands and Islands | 2,355 | 2,229 | 2,018 | 2,024 | 2,257 |
| Forth Valley | 3,742 | 3,067 | 2,915 | 2,950 | 3,038 |
| Edinburgh | 4,537 | 4,206 | 3,992 | 3,992 | 3,987 |
| Lothian and Borders | 5,521 | 4,774 | 4,398 | 4,538 | 4,425 |
| Fife | 4,857 | 4,162 | 3,950 | 4,088 | 3,991 |
| Greater Glasgow | 8,444 | 7,537 | 6,915 | 6,885 | 6,945 |
| Ayrshire | 4,526 | 3,852 | 3,545 | 3,505 | 3,601 |
| Lanarkshire | 6,921 | 6,484 | 6,021 | 5,717 | 5,951 |
| Argyll and West Dunbartonshire | 1,878 | 1,646 | 1,532 | 1,415 | 1,507 |
| Renfrewshire and Inverclyde | 3,083 | 2,268 | 2,115 | 1,948 | 2,075 |
| Dumfries and Galloway | 1,081 | 1,073 | 1,106 | 1,039 | 1,070 |
| **Total** | **56,995** | **49,944** | **46,551** | **46,144** | **47,122** |

*All statistics are provisional and should be treated as management information.   
Data was extracted from Police Scotland systems and are correct as at 17/12/2024.  
Data was extracted using the incident's raised date.   
Error and transferred incidents have been removed.   
"Attended" Storm Incidents are defined by a valid timestamp within the "At Scene" variable.   
Storm Incidents where a diary booked appointment was made has been removed from the number above.   
The above data was extracted using the initial code PW-40*

1. **In Relation to Q1, what was the mean and median response time for these house calls? This would be the period of time between a report being made and a police officer arriving at the scene. Please provide this for each year and break down by Police division if possible.**
2. **In Relation to Q1, what was the longest response time for these house calls? Please provide this for each year and break down by Police division if possible.**

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, you have clarified that by ‘response times’ this means the time taken from an incident being created to a resource arriving at scene.

Incidents are created where it is assessed that some form of police response is required.

This can be in response to contact by telephone or any other means, or at the request of officers or partners.

STORM Unity is the system used by Police Scotland for the management of police incidents and resources and is the source of the data provided in this response.

It is worth noting that STORM is primarily a command & control system and has limited value as a statistical tool.

Most data obtained from the system requires further analysis to establish context.

In large volumes, this can be extremely difficult to do, and, in some cases, it is not possible to filter or structure data to adequately answer a specific request.

STORM automatically captures timing data when an incident is raised and dispatched.

The arrival of a resource at the locus of an incident is recorded via a manual process and as a result is open to error.

Statistics requested would rely on arrival times being recorded, and these may not be reflective as it would be based on creation time to first at scene, which in some cases could skew statistical measurements due to diary appointments being arranged as a solution or non-attendance.

Accurate arrival times would rely on officers pressing their ‘At Scene’ button the moment they arrive or by verbally communicating this to the Area Control Room for updating on the incident.

These methods may not always be undertaken correctly and as such would add to the inaccuracy of data.

These scenarios distort overall figures meaning that a manual review of several thousand incidents would be required to remove erroneous results and establish the true ‘response time’.

This is an exercise I believe will greatly exceed the cost threshold set out within the Act.

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

Whilst I would normally suggest a refined timescale is considered in cases where excessive cost is an issue, unfortunately due to the recording methods and likely errors noted above, I do not believe there is a way to refine your request and still produce meaningful statistics.

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.