| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-2630  Responded to: xx November 2024 |
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Your recent request for information is replicated below, together with our response.

**Please provide confirmation of whether or not Police Scotland has a recording system that allows Police Officers to document a complaint or concerns about something they’ve experienced or witnessed relating to their job. For example both the NHS and the Scottish Ambulance System have a Datix system which allows staff to record issues, incidents and concerns.**

**If such a system exists, please list all the categories of incidents the system records (for example, the Scottish Ambulance Service records incidents that relate to equipment failure, patient safety, staffing issues etc).**

I can confirm that Police Scotland does not have a directly comparable system to Datix and on that basis section 17 of the Act applies as the information sought is not held by Police Scotland.

Notwithstanding the response above, there are a range of reporting mechanisms in place for officers and staff across all of the relevant business areas.

For example, reports of wrongdoing can be reported to Line Managers, Department Heads, Professional Standards Department and via Police Scotland’s online confidential reporting system, via Crimestoppers or via the Police Anti-Corruption and Abuse Reporting Service.  The foregoing reports are directed to PSoS National Gateway Assessment Unit and Grievance matters are directed to PSoS People & Development.

In terms of Contact, Command & Control Division (C3), ​the Notable Incident process is designed to identify good practice and highlight areas for improvement. The process focusses on organisational learning, not blame, and aims to ensure the service delivered by C3 is consistent, robust and open to scrutiny. A Notable Incident is defined as: any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners – and which leaning could potentially be obtained as a result of the manner in which it was dealt with.

The process ensures a consistent approach is taken in the identification and investigation of notable incidents so that learning is captured and acted upon to prevent repetition. This can include positive notable incidents where the actions taken identify best practice.

Accidents and Near Misses are recorded via SCoPE to ensure that staff wellbeing is maintained and to ensure that we comply with our legislative responsibilities. They are recorded for statistics that are discussed at Divisional, Area and Board meetings. Significant individual incidents and any patterns, e.g. an increase in the number of officers injured during arrest, are discussed. The main intentions are to prevent avoidable ones from happening, to minimise the number of injuries and ensure that any officers who are injured receive appropriate treatment.

Certain incidents must also be reported to a body called RIDDOR who gather the statistics for the UK and pass on details to enforcement bodies for investigation if appropriate. The most common type for Police Scotland is over seven day injuries, injuries which cause seven or more days absence from duty, but others are fractures (not fingers or toes) and loss of consciousness. It is a legal duty to report these.

**Please provide a tabled breakdown of the number of times each category of issue or incident (that you’ve listed in request 2) that was recorded broken down by the last six financial years (2019/20, 2020/21, 2021/22, 2022/23. 2023/24 and 2024/25) or calendar years (2019, 2020, 2021, 2022, 2023, 2024)**

On the basis of the responses above it is clear that I am unable to provide a full and accurate response to this request for information where it is not held.  
Moreover, even turning solely to the ‘Near Miss’ category described above, I estimate that it would cost well in excess of the current FOI cost threshold of £600 to process your request. 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, to provide an accurate response all the entries in the table would require a manual check, equating to 7,000+ records.

To illustrate, the SCoPE accident reports are essentially free text and we read, interpret and categorise the reports to create useful data.

We currently have a list of 70 primary hazards we pick from and to be of some assistance for this question we’ve gone through the list and picked out the ones that *we believe* are more likely to relate to a ‘**complaint or concerns about something they’ve experienced or witnessed relating to their job’.**

The example table below is provided on that basis:

|  | **2019/20** | **2020/21** | **2021/22** | **2022/23** | **2023/24** | **2024/25** |
| --- | --- | --- | --- | --- | --- | --- |
| **Airwave Issue** |  |  | 62 | 32 | 30 | 25 |
| **Asbestos** |  |  |  | 14 | 28 | 1 |
| **Building related Issues** |  |  | 31 | 123 | 66 | 10 |
| **Equipment malfunction** |  |  |  | 1 | 33 | 38 |
| **Ergonomics** |  |  |  | 1 |  |  |
| **Ergonomics issue** |  |  | 21 | 14 | 5 | 7 |
| **Firearm issue** |  |  | 18 | 24 | 29 | 6 |
| **FM malfunction** |  |  |  | 6 |  | 1 |
| **Housekeeping** |  |  |  | 8 | 9 | 4 |
| **Incorrect storage/ packing** |  |  | 17 | 25 | 28 | 17 |
| **Insufficient communication** |  |  |  | 5 | 10 | 6 |
| **Insufficient labelling/ packaging** |  |  |  | 4 | 5 | 3 |
| **Insufficient / incorrect information** |  |  | 9 | 8 | 11 | 6 |
| **Lack of resources / welfare issue** |  |  | 184 | 391 | 257 | 46 |
| **Other** | 3 | 3449 | 951 | 264 | 184 | 65 |
| **PAVA** |  |  | 18 | 24 | 11 | 6 |
| **PPE related Issue** |  |  | 18 | 137 | 130 | 76 |
| **Premises Flood** |  |  |  | 1 | 1 | 2 |
| **Use of Equipment** |  |  |  | 4 | 9 | 16 |
| **Total** | **3** | **3449** | **1329** | **1086** | **846** | **335** |

We’ve excluded common categories like ‘Assault’ and accidents occurring ‘During Arrest/Custody Process’, but the reality is some reports under those categories could also fall under this very broad question.

Accordingly as this table does not include the data set relating to ‘Assaults’ it cannot be considered a full and accurate response - and to do so would increase the number of reports to 10’s of thousands, again far exceeding the cost limits of the Act.

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.