| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-0279  Responded to: 25 April 2024 |
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Your recent request for information is replicated below, together with our response.

## How many emergency calls did the force receive in 2023?

## Following clarification from you, you defined that you considered “emergency calls” to be calls made via 999.

Please be advised that information regarding 999/emergency calls, received by Police Scotland is publicly available.

As such, 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”.*

The information you require is available via [999 data performance | Police.uk (www.police.uk)](https://www.police.uk/pu/your-area/police-scotland/performance/999-data-performance/)

## How many of these calls were deemed not an emergency?

## How many of those calls should have gone to other organisations?

In response to the above two questions, I regret to inform you that I am unable to provide you with the information you have requested, as it would prove too costly to do so within the context of the fee regulations.

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 requested.

By way of explanation, 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 STORM Unity 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.

Police Scotland’s C3 Division use the THRIVE model to risk assess and manage reports, calls and incidents within their Service Centres, Area Control Rooms and Resolution Teams.

The THRIVE model is used as a continual risk assessment tool and the grading of each incident could change throughout the lifetime of an incident depending on information contained within the assessment.

In 2023 there were 175,483 STORM incidents initially graded as “IMMEDIATE’” with a conservative estimate of 5 minutes per record to extract the information requested it would equate to an excess of 14,623 hours to determine the information you require.

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

## How many people do you have answering calls?

As of 18 March 2023, I can advise that Police Scotland employed 512 Service Advisors. Please note that these advisors work a variety of shift patterns and not all will be available at all times to answer calls.

## How much does each call out cost the force?

In terms of Section 17 of the Act, I can confirm that the information you have requested is not held by Police Scotland.

By way of explanation, there is no record of how much each incident costs Police Scotland. The nature of policing means that officers and staff are deployed to wherever their services are most required. The Division to which individual officers or staff belong meet the cost of their core time and so there is no requirement to maintain a record of the cost of any particular duty carried out.

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.