| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-0073  Responded to: 09 January 2025 |
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Your recent request for information is replicated below, together with our response.

## 1. Can you please give the number of hoax calls received over the last five years, broken down by each year.

## 2. Can you please give the number of hours wasted as a result of these hoax calls for each of the years.

Unfortunately, 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, Police Scotland does not gather statistical information regarding ‘hoax calls’ nor does it categorise any incidents as such.

In order to establish how many 101 or 999 calls were classed as a ‘hoax’, a manual trawl of all call and incident records would be required.

Police Scotland receives thousands of calls via 999 and 101 every month and, as I am sure you will appreciate that, to provide you with this information would require extensive research and would incur significant cost.

To be of assistance, you may wish to see Police Scotland’s Call Handling Reports which are publicly available on our website, via the following link:- [How we are performing - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/).

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.