| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 23-0302Responded to: xx February 2023 |
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Your recent request for information is replicated below, together with our response.

**How many calls to your service through 999 have been repeat calls related to the same case/callout?**

**Could you please break this down by response category, e.g. Category 1, Category 2….**

**Could you also please let me know the case with the highest number of repeat calls for each category.**

**Could you please provide me with this information for 2020, 2021 and 2022.**

In regards to your 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 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, when a duplicate incident comes in to Police Scotland, it is recorded in the same way as any other incident, a THRIVE assessment is carried out and the incident is sent to the Area Control Room if it is a dynamic ongoing incident. If there is already an incident with the same details on it, the control room staff will recognise this and close this incident as a duplicate incident. The incidents are cross referred however this is not a searchable function and would require each incident to be opened to cross refer to each specific incident.

This search is further complicated in that if a duplicate call is received and identified before an new incident is logged, the information from this call would be added to the initial incident with no additional incident being created. It is further complicated still in that the priority of an incident can change during the lifetime of the incident. In order to confirm how many incidents had duplicate calls made about them, each incident for the 3 year timescale requested would need to be manually read to confirm if it was a duplicate.

Police Scotland received over a million calls each year with many of these resulting in incidents being created. In order to complete your request, thousands of hours of work would be required. This is before considering the issues caused by the potential change in incident priorities and that the duplicate incident may have a different priority than the initial one.

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.

Unfortunately I do not believe there is a way to refine your request to comply with the cost limit with the Act. Even looking at only incidents specifically marked as a duplicate would require a manual review with there being 338,990 of these over the period requested.

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 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 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.