| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-0521  Responded to: xx March 2024 |
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Your recent request for information is replicated below, together with our response.

## I wish to make a Freedom of Information Request for:

## The number of requests for assistance Police Scotland have received from the Scottish Ambulance Service within the Highlands & Islands Division in 2019, 2020, 2021, 2022 & 2023 with a breakdown of each year.

The requested information is provided in the table below.

All statistics are provisional and should be treated as management information. All data have been extracted from Police Scotland internal systems and are correct as at 7/03/2024.

**Table: No of incidents received from the Scottish Ambulance Service:**

**Highlands and Islands Division by calendar year**

| **Calendar Year** | **No. of Incidents** |
| --- | --- |
| January to December 2019 | 2138 |
| January to December 2020 | 2012 |
| January to December 2021 | 2208 |
| January to December 2022 | 2202 |
| January to December 2023 | 2235 |
| **Total Incidents** | **10795** |

1. The data was extracted using the incident raised date.

2. Ambulance service related incidents defined as those where the 'origin' field recorded as 'AMB' or where the complainer is recorded as 'AMBULANCE CONTROL'.

Finally, I must advise you that no assumptions can be made in respect of the nature or purpose of the call and any attempt to provide this level of detail will almost certainly prove too costly to do so within the context of the fee regulations.

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.