| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 24-0837Responded to: 19 April 2024 |
| --- | --- |

Your recent request for information is replicated below, together with our response.

## I'd like to enquire about welfare checks and the criteria that needs to be met now for an officer to attend a community alarm call? Today we had a no response alarm call from a gentleman in one of the Trust developments that we monitor as community alarms for when no staff are on site. With the majority of the developments being independent living with no carers or responder services we attempted to call the client then his keyholders. With nobody answering we were left with no option but to call the police. When we got through to police control one of your operators advised that she was unsure if they can attend this type of call, after a brief period on hold she came back to advise that on this occasion they will have an officer attend however going forward the criteria has changed and they would no longer go out to these calls. Can we get some clarity as to what the criteria will be going forward so we know when to call and when not?

Clarification received

## Is there a specific criteria which now needs to be met for an officer to attend a community alarm call.

## That is the information we are looking to confirm, there is a lot of confusion around what you will attend for welfare checks and in fact 1 officer advised that you no longer attend any welfare checks requested by community alarms.

In response to your request, firstly, it should be noted that every report is assessed independently, and responses will differ depending on the information made available to Police Scotland.

Information requires to be gathered and put through our contact assessment model known as THRIVE, to help inform a response. It requires certain elements to be taken into consideration, these are Threat, Harm, Risk, Investigative, Vulnerability and Engagement.

Guidance available to call handlers regarding telecare monitored community alarms provide that call types to expect from companies include:

1. Where telecare call handlers speak with a client who specifically ask for the police.

2. Where there is no speech alarm activation and telecare call handlers hear what they perceive to be a disturbance and/or possible ongoing crime.

3. Where the ambulance service request that police attend to assist them.

For other call types, it is expected that the telecare companies would manage the call via their own resolution and alternate options.

If staff assess that a call requires care, welfare or medical intervention, then a call to the ambulance service may be appropriate and should be made by the telecare call handler to the ambulance service.

To summarise, the journey of a call from when it is first reported to Police Scotland will be directed by the information made available to staff receiving/progressing the report. The gathering and reassessing of information is a dynamic and continuous cycle in order to provide the most appropriate service to the public.

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.