| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-0875  Responded to: 02 May 2024 |
| --- | --- |

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

## Please could you provide the number of 999 calls over the past three years where incidents have been located with the help of the what3words app?

## Could this be searched using keywords "what3words" and "what three words" please?

In accordance with Sections 12(1) (Excessive cost of compliance) and 16(4) (Refusal of request) of the Freedom of Information (Scotland) Act 2002 (the Act), this letter represents a Refusal Notice.

By way of explanation, 1294 recorded 999 storm incidents were identified where “what3words” and “what three words” had been used.

To identify if the incidents had been successful with the help of what3words would require us to physically examine each one to ectract the information. If we were to use the example it took a minimum of 5 minutes to check each incident for information requested, then calculations show it would take approximately 107 hours, and would cost approximately £1,617.50 to carry out this task. This is in excess of the £600 prescribed by the Scottish Ministers under the Act.

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.