| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-2879  Responded to: 26 September 2025 |
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Your recent request for information is replicated below, together with our response.

1. **The number of occasions, for each of the past five years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24, 2024-25) where police officers in Scotland have transported members of the public to hospital in police vehicles due to the unavailability or delay of an ambulance.**
2. **Any internal records, logs, or reports held relating to such incidents over the same period.**

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, there are no markers available on our systems which would allow for the automatic retrieval of this level of information. As such, each incident report would need to be manually assessed to identify if any medical assistance was required and if police transported any person to hospital.

1. **The guidance/protocol for police attending medical incidents. Example protocol could be: police officers are only requested to attend cardiac arrest calls as a first response in the north of Scotland and they will immediately backed up by an ambulance resource.**

Police will periodically be called to the locus of an incident where a person present requires immediate medical attention. Police may also assist the Scottish Ambulance Service, or any other emergency service, to assist with an aggressive patient, or to force entry to a property. The initial THRIVE assessment will determine the level of response required and will be underpinned by the duty to fulfil [Section 20 Police and Fire Reform (Scotland) Act 2012](https://www.legislation.gov.uk/asp/2012/8/section/20), to protect life and property.

The THRIVE model is used within C3 to risk assess and manage reports, calls and incidents within the Service Centre (SC), Area Control Rooms (ACR) and Resolution Teams (RT). Reports that are received are risk assessed using this model, and it is used as a continual risk assessment tool. The grading of each incident can change through the lifetime of the incident depending on the information given and contained within the THRIVE assessment. Each element of the model, T-Threat, H-Harm, R-Risk, I-Investigative, V-Vulnerability, E-Engagement, will be considered to ensure the most appropriate response is provided.

The following guidance/ procedure documents may be of interest:

[Contact, Command, Control (C3) Division National Guidance - Police Scotland](https://www.scotland.police.uk/access-to-information/policies-and-procedures/guidance-documents/guidance-documents-c/)

[Mental Health and Place of Safety Standard Operating Procedure - Police Scotland](https://www.scotland.police.uk/access-to-information/policies-and-procedures/standard-operating-procedures/standard-operating-procedures-j-o/)

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](https://www.foi.scot/appeal), by [email](mailto:enquiries@foi.scot) 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.