| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-1565  Responded to: 10 July 2023 |
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Your recent request for information is replicated below, together with our response.

**Failure demand is where a member of the public has been told to expect the police to attend and Police Scotland have failed to do so due to higher priority incidents occurring.**

## The number of times failure demand occurred

## The number of times failure demand occurred broken down by each police division provided

## The number of times failure demand occurred broken down by the following response type categories i) immediate ii) prompt iii) local policing appointment. Please breakdown by each police division provided

With respect to the term “failure demand” I must respond in terms of in terms of Section 17 of the Act. I can confirm that the information you have requested is not held by Police Scotland.

By way of explanation, this is a new term which is currently being explored. To date there is no specific definition of the term agreed.

However, using the definition provided by you above and to work within the spirit of the Act I have checked to see if I can provide you with any relevant data however, unfortunately 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, using your definition of failure demand, from the financial year 2022/2023 I have identified 1,495,917 relevant incidents. There is no straightforward method to extract the information you require as such each record would need to be manually assessed to determine if an incident had been prioritised over any other. With a highly conservative estimate of 3 minutes per record this would exceed 74 thousand work hours. Greatly exceeding the cost threshold set out within the Act.

Whilst I would normally suggest a revised timescale is considered, as even a single day vastly exceeds the cost threshold within the Act, I do not believe there is a way this question can be answered within cost in its current form.

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.

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.