

Our Ref: IM-FOI-2022-0285
Date: 24 February 2022



FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

I refer to your recent request for information which has been handled in accordance with the Freedom of Information (Scotland) Act 2002.

For ease of reference, your request is replicated below together with the response.

1. How many times in the last 6 months have Police Scotland received calls to attend The St Enoch shopping centre in Glasgow? This includes calls from the centre security/management, direct calls from stores or members of the public.

Please see table 1 at the bottom of this letter, which contains the number of Storm incidents, broken down by initial incident type, for St Enoch Shopping Centre, Glasgow.

2. How many arrests in the last 6 months have been made directly related to criminal or anti-social behaviour taking place within the St Enoch Centre Glasgow.

In relation to the above question, 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, to provide the information requested would require an individual to manual review 597 incident files. If we estimate that it would take 10 minutes to review each file 597 x 10 minutes this would total nearly 100 hours and would exceed the time and cost threshold set by ministers.

3. Currently how many people have restraining orders or anti-social behaviour orders that would ban them entering the St Enoch Centre Glasgow.

In relation to restraining orders, I can advise you that Police Scotland does not hold the information requested by you. In terms of Section 17 of the Act, this letter represents a formal notice that information is not held.

By way of explanation, Anti-social Behaviour Orders and Restraining orders are issued by the courts.

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By way of assistance, I have listed below contact details for the Crown Office and Procurator Fiscals Service who may be able to assist you in this matter:

Crown Office
25 Chambers Street
Edinburgh
EH1 1LA

<http://www.copfs.gov.uk/>

Should you require any further assistance concerning this matter please contact Information Management – Glasgow at foiglasgow@scotland.police.uk quoting the reference number given.

If you are dissatisfied with the way in which Police Scotland has dealt with your request, you are entitled, in the first instance, to request a review of our actions and decisions.

Your request must specify the matter which gives rise to your dissatisfaction and it must be submitted within 40 working days of receiving this response - either by email to foi@scotland.police.uk or by post to Information Management (Disclosure), Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH.

If you remain dissatisfied following the outcome of that review, you are thereafter entitled to apply to the Office of the Scottish Information Commissioner within six months for a decision. You can apply [online](#), by email to enquiries@itspublicknowledge.info or by post to Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS.

Should you wish to appeal against the Office of the Scottish Information Commissioner's decision, there is an appeal to the Court of Session on a point of law only.

As part of our commitment to demonstrate openness and transparency in respect of the information we hold, an anonymised version of this response will be posted to the Police Scotland Freedom of Information [Disclosure Log](#) in seven days' time.

Table 1.

Title: Recorded Storm Incidents (broken on Initial Incident Type), St Enoch Shopping Centre, Glasgow
1,2,3,4,5

Period: 1st July 2021 - 31st January 2022

INITIAL INCIDENT TYPE	Period
INTRUDER	4
PERSONAL ATTACK ALARM	1
AUDIBLE ONLY	1
PUBLIC NUISANCE	80
DRUGS/SUBSTANCE MISUSE	8
DISTURBANCE	48

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ABANDONED VEHICLES	1
NOISE	5
DRINKING IN PUBLIC	1
COMMUNICATIONS	10
HATE CRIME	8
LOSS OF 999 SERVICE	1
LOST/FOUND PROPERTY	3
POLICE INFORMATION	8
SPECIAL EVENTS/OPERATIONS	1
POLICE GENERATED ACTIVITY	5
ASSIST MEMBER OF THE PUBLIC	39
EXTERNAL AGENCY REQUEST	6
FRAUD INCIDENT	3
SEXUAL OFFENCE	2
THEFT	145
VEHICLE CRIME	1
HOUSEBREAKING	3
CRIME IN PROGRESS	7
SUSPECT PERSONS	10
ASSAULT	31
DAMAGE	12
PUBLIC DEMO	6
SUSPICIOUS INCIDENT	3
FIRES	2
MISSING PERSON/ABSCONDER	4
DOMESTIC INCIDENT	1
ABANDONED/SILENT 999 CALL	90
CONCERN FOR PERSON	26
CHILD PROTECTION	7
IMMIGRATION	1
ROAD TRAFFIC COLLISION	8
ROAD TRAFFIC MATTER	4
ROAD TRAFFIC OFFENCE	1
TOTAL	597

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 16th February 2022.

1. The data was extracted from the Storm Unity Database using the incident's raised date.
2. Out of Force incidents and error incidents have been removed.
3. The Grid East and Grid North attributed to the Storm Incident were plotted on an ArcGIS Map. Incidents located at St Enoch Shopping Centre, Glasgow, were then selected. Please note, the Grid East and Grid North relates to where Police Officers are directed to attend.
4. A keyword search was also carried out on the locus line, and relevant records were selected.
5. Please note, each record would need to be read to confirm the circumstances, and the exact location.

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