| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 25-1075Responded to: 23rd July 2025 |
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Your recent request for information is replicated below, together with our response.

## The number of 999 calls graded “IMMEDIATE” by STORM Unity which did not result in an officer being deployed in the financial years 2022-23, 2023-24 and 2024-25 so far.

Incidents are created where it is assessed that some form of police response is required.

This can be in response to contact by telephone or any other means, or at the request of officers or partners.

STORM Unity is the system used by Police Scotland for the management of police incidents and resources and is the source of the data provided in this response.

It is worth noting that STORM is primarily a command & control system and has limited value as a statistical tool.

Most data obtained from the system requires further analysis to establish context.

In large volumes, this can be extremely difficult to do, and, in some cases, it is not possible to filter or structure data to adequately answer a specific request.

STORM automatically captures timing data when an incident is raised and dispatched.

The arrival of a resource at the locus of an incident is however recorded via officers pressing their ‘At Scene’ button when they arrive, or by verbally communicating this to the Area Control Room for updating the incident.

The table below sets out the number of incidents where the call was received via '999' or '999 MOB', the final priority was '7 - Immediate', the ‘At Scene’ field did not have a datetime recorded but Officers **were** dispatched to the incident.

| **Financial Year** | **No data in the ‘At Scene’ field** | **Officers Dispatched**  |
| --- | --- | --- |
| 2022/23 | 1,398 | 1,148 |
| 2023/24 | 1,663 | 1,433 |
| 2024/25 | 1,563 | 1,404 |

All statistics are provisional and should be treated as management information. Data was extracted from Police Scotland systems and are correct as at 20 June 2025.

Incidents where officers were dispatched, but never recorded an ‘At Scene’ status can be due to a number of factors. Primarily this is when an update is received from the Caller to say that Police assistance is no longer required. As such, officers never arrive at the scene, but the incident was dispatched to.

Another factor is when officers fail to self-update their status as ‘At Scene’. This can occur when arriving at a dynamic incident or emergency situation or when they arrive at scene but are then diverted to another incident and thereafter provide an update to the controller that the original incident has been dealt with. In this instance, that officer’s status has went from Dispatched>Allocated (Due to Diversion)> Clear and the incident is updated as fully dealt with but no ‘At Scene’ status is received.

Therefore, excluding incidents which were dispatched to, the number of incidents which were reported via 999 where no resource was dispatched, is set out in the below table, broken down by the requested financial years.

| **Financial Year** | **999 Calls where no resource was dispatched** |
| --- | --- |
| 2022/23 | 250 |
| 2023/24 | 230 |
| 2024/25 | 159 |

Dip sampling of this data has again shown that these incidents have been generally 1 of 3 scenarios:

1. Incident priority was not correctly amended prior to closure, i.e. dropped 999 call where contact was re-established and police attendance not required.
2. Resource status was incorrect during call, i.e. call was ‘allocated’ for duration prior to closure. Please note that ‘allocation’ is not the same as ‘dispatch’. It is generally used to future plan incidents.
3. Incident was dealt with whilst the attending resources were not live on the deployment plan, i.e. early shift attending a call prior to resource being booked on via SCOPE or during BCP when STORM has been offline and back record conversion has been completed at a later time when the resource was not able to be dispatched to the incident.

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](https://www.foi.scot/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.