| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-0108  Responded to: 10 March 2025 |
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Your recent request for information is replicated below, together with our response.

**Calls for Service:**

**For each of the years 2019, 2020, 2021, 2022, 2023**

1. **Total calls for service [101/999]**

I would ask that you note that all incidents which come to the attention of Police Scotland are recorded on STORM, Police Scotland’s incident management system. An incident may not involve recourse to formal criminal proceedings, as individuals report varying matters to the police, some of which allege criminality, and others merely report observations. All such calls are recorded on STORM as an incident; however, the recorded incident does not always result in a corresponding recorded crime.

Please note caveats below the tables

*Table 1: Recorded Storm Incidents – 1st January 2019 – 31st December 2023, Inclusive*

| **Year** | **Recorded Storm Incidents** |
| --- | --- |
| 2019 | 1,689,696 |
| 2020 | 1,524,799 |
| 2021 | 1,481,303 |
| 2022 | 1,455,705 |
| 2023 | 1,551,048 |

1. **Total number of call related to ‘mental health’**

*Table 2: Recorded Storm Incidents featuring “PW13 – Mental Health” - 1st January 2019 – 31st December 2023, Inclusive*

| **Year** | **Recorded Storm Incidents - featuring “PW13 – Mental Health”** |
| --- | --- |
| 2019 | 18,749 |
| 2020 | 20,383 |
| 2021 | 22,079 |
| 2022 | 23,433 |
| 2023 | 22,732 |

1. **Total number of calls related to ‘suicide**

*Table 3 – Recorded Storm Incidents featuring “PW07 – Suicide Attempt – Self Harm” - 1st January 2019 – 31st December 2023, Inclusive*

| **Year** | **Recorded Storm Incidents featuring “PW07 – Suicide Attempt – Self Harm”** |
| --- | --- |
| 2019 | 3,682 |
| 2020 | 3,271 |
| 2021 | 3,213 |
| 2022 | 2,910 |
| 2023 | 2,615 |

1. **Total number of ‘safe and well checks’ per year.**

*Table 4**– Recorded Storm Incidents featuring an initial service code “PW-72 – Concern for Person” - 1st January 2019 – 31st December 2023, Inclusive*

| **Year** | **Recorded Storm Incidents featuring an initial service code “PW-72 – Concern for Person”** |
| --- | --- |
| 2019 | 137,499 |
| 2020 | 127,692 |
| 2021 | 131,614 |
| 2022 | 134,232 |
| 2023 | 147,081 |

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 13/02/2025.

1. The data was extracted using the incident's raised date.

2. Error and transferred incidents have been removed.

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.