| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-2876  Responded to: 28th November 2023 |
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Your recent request for information is replicated below, together with our response.

## I am looking for all data on calls you have received or incidents Police Scotland have attended for the following category of incidents.

## 1. Anti social behaviour

## 2. Drinking alcohol in the streets

## 3. Firework misuse

## 4. Fighting

## 5. Assaults

## 6. Use of scramble bikes/electric scooters

## 7. Public urination

## 8. Wilful fire raising

## 9. Thefts

## 10. Calls of concern

## 11. Youth disorder

## 12. Offensive weapons

## 13. Vandalism

## 14. Trainline trespass

## 15. Train/ Trainline vandalism

## 16. Theft

## I am aware that you will use your own filters to produce these details, please provide a list of which filters you have used to produce these details as it will allow me to request like for like details at any point in the future as an accurate comparison.

## However long hand my description is below, please confirm that all of the areas/streets indicated are included in the stats you provide. As previously requested, provide a description of how you extracted the information in order that I can request the same areas again as a true comparison.

## The following Barrhead areas/locations:

## 1. Glasgow Road (A736)

## 2. Barrhead Waterworks area – public walkway sited within the boundary of Glasgow Rd/trainline embankment/Levern water river to the boundary of the new Barrhead Retail park

## 3. Barrhead Retail Park site – old Spillers site

## 4. Bowerwalls Industrial Estate

## 5. Bowerwalls Place

## 6. Unused grassland bounded by Glasgow Road, Bowerwalls Place, Dovecothall Street and Darnley Road (B773)

## Of all of the information provided above, confirm of these calls/incidents who many resulted in a physical police attendance.

## I am looking for the dates between 1 July – 31 Oct in 2021, 2022 and 2023.

I must first of all advise you that whilst incidents are categorised on our incident recording system STORM, the categories available do not align to those listed in your request.

The table at the end of this document provides a breakdown of all incidents recorded at the locations listed, from the 1st July to 31st October 2021, 2022 and 2023.

A boundary around the following areas were selected using GIS Mapping. The Grid East and Grid North recorded on the Incident, relates to the location Police Officers have been directed to attend; Glasgow Road (A736); Barrhead Waterworks area – public walkway sited within the boundary of Glasgow Rd/trainline embankment/Levern water river to the boundary of the new Barrhead Retail park; Barrhead Retail Park site – old Spillers site; Bowerwalls Industrial Estate; Bowerwalls Place and Unused grassland bounded by Glasgow Road, Bowerwalls Place, Dovecothall Street and Darnley Road (B773).

## Can you confirm with a GIS map of the locations of incidents?

A GIS map showing the locations of incidents is held by Police Scotland, but it in terms of section 16(1) of the Act, I am refusing to provide it on the basis that the following exemptions apply:

Section 38(1)(b) - personal data - it is assessed that confirming the existence of an incident at a residential property would amount to a disclosure of the personal data of the residents.

The exemptions outlined at sections 34(1)(b) and 35(1)(a)&(b) of the Act also apply on the basis that any information held would be held for the purpose of an investigation, and disclosure would prejudice the law enforcement functions of the force.

## Secondly, provide all data Police Scotland have on your 999 or 101 phone numbers:

## 1. How many calls are made to Police Scotland where the caller hung up before being connected to your call handlers

## 2. What is the average waiting time for a call to be answered on each system

## 3. What is the maximum time that a person waited to be answered

The information sought is publicly available:

[Call Handling Reports 2023 - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/call-handling-reports-2023/)

[Call Handling Reports 2022 - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/call-handling-reports-2022/)

[How we are performing - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/) – 2021 Call Handling statistics are half way down this web page.

The information is therefore held by Police Scotland but I am refusing to provide it in terms of section 16(1) of the Act on the basis that the section 25(1) exemption applies:

*“Information which the applicant can reasonably obtain other than by requesting it […] is exempt information”.*

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.

| **Year** | **Month** | **Initial Incident Type** | **At Scene** | **Total** |
| --- | --- | --- | --- | --- |
| 2021 | July | Suspect Persons | Attended | 1 |
| 2021 | July | Road Traffic Collision | Attended | 1 |
| 2021 | July | Abandoned/ Silent 999 Call | Not Attended | 1 |
| 2021 | July | External Agency Request | Attended | 1 |
| 2021 | July | Assist Member of the Public | Not Attended | 1 |
| 2021 | July | Suspicious Incident | Attended | 1 |
| 2021 | July | Disturbance | Not Attended | 1 |
| 2021 | August | Road Traffic Collision | Not Attended | 1 |
| 2021 | August | Noise | Attended | 1 |
| 2021 | August | Police Information | Attended | 1 |
| 2021 | August | Road Traffic Matter | Not Attended | 4 |
| 2021 | August | Abandoned/ Silent 999 Call | Not Attended | 1 |
| 2021 | August | Road Traffic Offence | Attended | 1 |
| 2021 | August | Housebreaking | Not Attended | 1 |
| 2021 | August | Road Traffic Offence | Not Attended | 1 |
| 2021 | August | Communications | Attended | 1 |
| 2021 | August | Neighbour Dispute | Not Attended | 1 |
| 2021 | September | Road Traffic Offence | Attended | 1 |
| 2021 | September | Suspect Persons | Attended | 1 |
| 2021 | September | Public Nuisance | Attended | 1 |
| 2021 | September | Assist Member of the public | Attended | 2 |
| 2021 | September | Abandoned/ Silent 999 Call | Not Attended | 1 |
| 2021 | October | Police Generated Activity | Attended | 1 |
| 2021 | October | Road Traffic Matter | Not Attended | 2 |
| 2021 | October | Abandoned/ Silent 999 Call | Not Attended | 2 |
| 2021 | October | Road Traffic Collision | Attended | 1 |
| 2021 | October | External Agency Request | Not Attended | 1 |
| 2021 | October | Assault | Attended | 1 |
| 2021 | October | Drone/ UAS/ UAV Incident | Not Attended | 1 |
| 2022 | July | Noise | Attended | 1 |
| 2022 | July | Domestic | Attended | 1 |
| 2022 | July | Abandoned/ Silent 999 Call | Not Attended | 2 |
| 2022 | July | Noise | Attended | 1 |
| 2022 | July | Concern for Person | Attended | 1 |
| 2022 | July | Disturbance | Attended | 1 |
| 2022 | August | Damage | Not Attended | 1 |
| 2022 | August | Abandoned/ Silent 999 Call | Not Attended | 2 |
| 2022 | August | Road Traffic Collision | Attended | 1 |
| 2022 | August | Missing Person/ Absconder | Not Attended | 1 |
| 2022 | August | Communications | Not Attended | 1 |
| 2022 | September | Abandoned/ Silent 999 Call | Not Attended | 3 |
| 2022 | September | Noise | Not Attended | 1 |
| 2022 | September | Road Traffic Matter | Not Attended | 3 |
| 2022 | September | Damage | Not Attended | 1 |
| 2022 | September | Road Traffic Matter | Attended | 2 |
| 2022 | September | Housebreaking | Not Attended | 1 |
| 2022 | September | Communications | Not Attended | 1 |
| 2022 | September | Theft | Not Attended | 1 |
| 2022 | October | Road Traffic Collision | Attended | 1 |
| 2022 | October | Intruder | Attended | 1 |
| 2022 | October | Abandoned/ Silent 999 Call | Not Attended | 1 |
| 2022 | October | Insecure Premises | Attended | 1 |
| 2022 | October | Concern for Person | Attended | 1 |
| 2022 | October | Noise | Attended | 1 |
| 2022 | October | Abandoned Vehicles | Not Attended | 1 |
| 2023 | July | Concern for Person | Attended | 2 |
| 2023 | July | Abandoned/ Silent 999 Call | Not Attended | 5 |
| 2023 | July | Road Traffic Matter | Attended | 2 |
| 2023 | July | Police Information | Not Attended | 1 |
| 2023 | July | Abandoned Vehicles | Attended | 1 |
| 2023 | July | Public Nuisance | Attended | 1 |
| 2023 | July | Theft | Attended | 1 |
| 2023 | July | Firearms Incident | Not Attended | 1 |
| 2023 | July | Police Generated Activity | Attended | 1 |
| 2023 | July | Theft | Not Attended | 1 |
| 2023 | July | Explosives Found | Attended | 1 |
| 2023 | July | Assault | Attended | 1 |
| 2023 | July | Road Traffic Collision | Attended | 1 |
| 2023 | July | Road Traffic Matter | Not Attended | 1 |
| 2023 | August | Abandoned/ Silent 999 Call | Not Attended | 5 |
| 2023 | August | Concern for Person | Attended | 1 |
| 2023 | August | Fraud incident | Not Attended | 1 |
| 2023 | August | Theft | Not Attended | 1 |
| 2023 | August | Road Traffic Matter | Attended | 1 |
| 2023 | August | Communications | Attended | 1 |
| 2023 | August | Disturbance | Attended | 1 |
| 2023 | August | Taks Incident | Attended | 1 |
| 2023 | September | Domestic Related | Attended | 1 |
| 2023 | September | Abandoned/ Silent 999 Call | Not Attended | 3 |
| 2023 | September | Concern For Person | Attended | 2 |
| 2023 | September | Police Generated Activity | Attended | 2 |
| 2023 | September | Theft | Not Attended | 2 |
| 2023 | September | Public Nuisance | Attended | 2 |
| 2023 | September | Assist Member of the Public | Not Attended | 1 |
| 2023 | September | Road Traffic Matter | Attended | 3 |
| 2023 | September | Road Traffic Collision | Attended | 1 |
| 2023 | September | Disturbance | Attended | 1 |
| 2023 | September | Road Traffic Offence | Not Attended | 1 |
| 2023 | September | Abandoned/ Silent 999 Call | Attended | 1 |
| 2023 | September | Assault | Attended | 1 |
| 2023 | October | Public Nuisance | Attended | 2 |
| 2023 | October | Police Information | Attended | 1 |
| 2023 | October | Damage | Attended | 2 |
| 2023 | October | Public Nuisance | Not Attended | 3 |
| 2023 | October | Concern for Person | Attended | 2 |
| 2023 | October | Abandoned/ Silent 999 Call | Not Attended | 3 |
| 2023 | October | Road Traffic Matter | Not Attended | 1 |
| 2023 | October | Police Generated Activity | Attended | 1 |
| 2023 | October | Firearms Incident | Attended | 1 |
| 2023 | October | Road Traffic Collision | Attended | 1 |
| 2023 | October | Suspect Persons | Attended | 1 |
| 2023 | October | Child Protection | Attended | 1 |
| 2023 | October | Audible Only | Attended | 1 |
| 2023 | October | Assist Member of the Public | Attended | 1 |
| 2023 | October | Theft | Not Attended | 2 |
| 2023 | October | Drugs/ Substance Misuse | Attended | 1 |