| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-0184  Responded to: 09 February 2024 |
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Your recent request for information is replicated below, together with our response.

## I would like to request the percentage of gender amongst staff in the call handling role in 2018, 2020, and in current employment.

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| **% of Male/Female staff in Service Advisor role** | | |
| **Year** | **Male** | **Female** |
| **31 March 2018** | 27.4% | 72.6% |
| **31 March 2020** | 24.7% | 75.3% |
| **31 December 2023** | 25% | 75% |

Please note for 2018 and 2020 we have provided these figures as at year end on 31 March.  The most recent figure available to release, in line with the Scottish Government release of data is as at 31 December 2023.

The data presented has been extracted from Police Scotland’s System to Co-ordination Personnel and Establishment (SCOPE) database.

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.