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Our Ref: IM-FOI-2022-2413
Date: 28 November 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) Police call out

- a) The number of calls received in total across Scotland in each separate year from 2014 to the latest year this information is available**
- b) The number of calls which were graded as priority 1 or immediate across Scotland in each separate year from 2014 to the latest year this information is available**
- c) The longest time taken to respond to calls graded as priority 1 or immediate across Scotland in each separate year from 2014 to the latest year this information is available**
- d) The average time taken to respond to calls graded as priority 1 or immediate across Scotland in each separate year from 2014 to the latest year this information is available**

In response to your request please be advised that some of the data requested is no longer held. As such and in terms of Section 17 of the Act, I can confirm that the information you seek is not held by Police Scotland.

By way of explanation, data from 2014 is no longer held. This is due to Police Scotland's record retention policy. To be of assistance I have provided a linked copy of the policy below.

<https://spi.spnet.local/policescotland/guidance/Standard%20Operating%20Procedures/Record%20Retention%20SoS%20SOP.pdf#search=retention%20period%20sop>

For data relating to call management from 2015 until July 2022, please be advised that information is publicly available.

As such, in terms of Section 16 of the Freedom of Information (Scotland) Act 2002, I am refusing to provide you with the information sought. Section 16 requires Police Scotland when refusing to provide such information because it is exempt, to provide you with a notice which:

- (a) states that it holds the information,
- (b) states that it is claiming an exemption,

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- (c) specifies the exemption in question and
- (d) states, if that would not be otherwise apparent, why the exemption applies.

I can confirm that Police Scotland holds the information that you have requested and the exemption that I consider to be applicable is set out at Section 25(1) of the Act - information otherwise accessible:

“Information which the applicant can reasonably obtain other than by requesting it under Section 1(1) is exempt information”

The information you are seeking is available on the Police Scotland website. To be of assistance I have provided a link below. Please scroll to the bottom of the page until you see “Call Handling Reports”

<https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/>

2) Police vehicles

- a) For each class and model of vehicle in the current Police Scotland fleet, please provide the number of vehicles that have broken down while in service during
 - a. Each month of 2020
 - b. Each month of 2021
 - c. Each month of 2022 to date

In response to this question please see the table below.

This table identifies the number of vehicles that have broken down within the time frame specified. Please be advised that the information is held only until the end of October 2022.

	2020	2021	2022
JANUARY	373	432	330
FEBRUARY	267	353	302
MARCH	332	395	271
APRIL	326	321	259
MAY	311	321	245
JUNE	317	291	254
JULY	311	314	258
AUGUST	335	328	257
SEPTEMBER	327	318	254
OCTOBER	340	361	240
NOVEMBER	348	361	
DECEMBER	348	293	

Should you require any further assistance please contact Information Management 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.

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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.