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Our Ref: IM-FOI-2022-0408  
Date: 21<sup>st</sup> February 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.

Police Scotland handles around three million public contacts a year, including calls via 101, 999 and also online reporting. The Notable Incident process has been designed for staff to highlight areas from which improvement and organisational learning can be secured, and to capture incidents or 'near misses' where additional training or changes to processes may be required. This process was introduced in April 2016 following a recommendation by HMICS as part of an assurance review into call handling. A review of the Notable Incident process was undertaken in November 2017 along with further work in relation to call monitoring and the continued development of the Quality Assurance framework. This review has provided an alternative method for the recording of minor errors which were previously reported through the Notable Incident process however do not meet the criteria for a Notable Incident.

It should be noted that 'good work' incidents are also recorded as part of the Notable Incident process, ensuring that identified good practice can also be highlighted and shared amongst the staff working within C3 Division, and more widely within the organisation when required.

The Notable Incident process continues to be a high priority for the Division due to the benefits that the process brings in identifying areas for improvement, and it is fully supported by our dedicated teams of service advisors who play a key role as part of our frontline response to emergencies, vulnerability and people in crisis 24 hours a day. In the last two years a number of new measures, including our Contact Assessment Model, have been introduced across Scotland to enhance the service we provide to our communities. The robust quality control measures we have in place allow us to monitor responses to all our public contacts and address any opportunities for learning at the earliest opportunity to maintain continuous improvement.

Between 1 April and 15<sup>th</sup> February 2022, 341 Notable Incidents were reported.

Notable incidents account for 0.004 per cent of contacts during this period, the equivalent of approximately one in every 23,000 calls or online contacts from the public. While the number of incidents where opportunities for learning have been made is extremely low, it is vital that, as a learning organisation, Police Scotland officers and staff have the opportunity to highlight areas for improvement through the Notable Incident process.

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**1) Police Scotland's definition of a notable incident.**

Police Scotland as a whole does not have a definition of a notable incident with the term referring specifically to our Contact Command and Control Division (C3).

The C3 Division definition of a notable incident is any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.

**2) The number of notable incidents that have been recorded by Police Scotland call handlers and control rooms. Please provide this information for the financial years of 2019-20, 2020-21 and so far in 2021-22.**

**3) The breakdown of these notable incidents by type. For example, the attending the wrong address, failure to respond to a call and all other categorisations Police Scotland have of these notable incidents. Please provide a number for all the different types of notable incidents for the financial year of 2019-20, 2020-21 and so far in 2021-22.**

In regards to your two questions above, please find the requested information in the table below. For 2021/22, the figures run up to and including 15/02/2022

<b>Category</b>	<b>2019/2020</b>	<b>2020/2021</b>	<b>2021/2022 (to 15/02/2022)</b>
Not Following Procedure	55	49	50
Incorrect/Missing Information	26	18	9
GDPR	5	7	2
Incident Management	16	13	5
Fail/Delay/Wrongly transfer incident	2	6	2
Poor Communication	1	4	0
Administrative	1	1	1
ICT issue	1	0	1
Failure to identify risk	5	9	20
Positive	6	4	1
Covid related	N/A	12	9
<b>Totals</b>	<b>118</b>	<b>123</b>	<b>100</b>

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.

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.pnn.police.uk](mailto:foi@scotland.pnn.police.uk) or by post to Information Management (Disclosure), Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH.

## OFFICIAL

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](mailto: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.