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Our Ref: IM-FOI-2022-2130  
Date: 4<sup>th</sup> 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.

**Could you please provide answers to the questions below for years 2017, 2018, 2019, 2020, 2021, and if possible, 2022 so far.**

**1a) How many 999 calls did you take overall, annually?**

**2a) How many 101 calls did you take overall, annually?**

In relation to these two questions please be advised that the requested 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,
- (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”

I can confirm that the information requested is available through our website log. I have attached a direct link to the relevant pages below:

2017 to 2021

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

2022 onwards

<https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/call-handling-reports-2022/>

- 1b) How many 999 calls annually were identified as being mental ill-health related?**  
**2b) How many 101 calls were identified as mental ill-health related?**

Whilst Police Scotland categorise incidents, we do not categorise calls in the manner requested. As such, in terms of Section 17 of the Freedom of Information (Scotland) Act 2002, this represents a notice that the information requested is not held by Police Scotland.

**3a) How many incidents did you deal with in total, annually?**

Please find the information below for each calendar year requested:

2017 – 1,601,275  
2018 – 1,685,426  
2019 – 1,704,253  
2020 – 1,535,535  
2021 – 1,493,474  
2022 up to 30/09/2022 – 1,107,124

**3b) How many incidents were identified as mental ill-health related?**

In response to your request, I regret to inform you that I am unable to provide you with the information you have requested, as it would prove too costly to do so within the context of the fee regulations.

As you may be aware the current cost threshold is £600 and I estimate that it would cost well in excess of this amount to process your request.

As such, and in terms of Section 16(4) of the Freedom of Information (Scotland) Act 2002 where Section 12(1) of the Act (Excessive Cost of Compliance) has been applied, this represents a refusal notice for the information sought.

By way of explanation, whilst a mental health tag was introduced in late 2020 this is not applied to all mental health incidents. The only way to obtain accurate statistics for the question asked would be to manually examine each incident to determine whether it should be included.

In this case 9,127,087 incidents would need to be manually checked. At a conservative estimate of 3 minutes per record, this equates to over 456,354 hours of work to provide the information requested.

Police Scotland have assessed that the £600 cost limit within the Act equates to 40 hours of work and so this part of your request would breach the cost threshold.

**4a) Did you have any mental health triage experts (and/or triage vehicles) designated to deal with mental ill-health incidents for any of these years?**

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**4b) If yes to 4a, how many times was a mental health triage expert (and/or triage vehicle) deployed out each year?**

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

In regards to these two questions every individual health board has ownership of how they spend their Action 15 mental health strategy funds and as such each health board provides different mental health services to police.

In regards specifically to the deployment of mental health triage experts/vehicles I can confirm that Police Scotland did run a trial in our Greater Glasgow division between October and December 2018 where a Street triage (mental health) car was deployed. It was deployed for a total of 144 days during this period.

Whilst I have been unable to source any further instances which would be classed as deployment, as some additional context, in our Lanarkshire Division, NHS Lanarkshire piloted their Community Triage scheme with us in 2017/18 on a part time basis, they have since expanded the service from 2019 across the whole division initially on a part time basis with the hours increasing incrementally. From 01/01/2021 the service has been available 24/7 and we are currently piloting a further expansion where patients can be invited to an outpatient mental health assessment if the incident is out of hours and the patient is not suitable for telephone triage.

Also, our Contact, Command and Control Division (C3) introduced the Mental Health Pathway in around November 2020 where if suitable, callers would provide their details and be referred and contacted by an NHS Mental Health Nurse. We also now have a Mental Health nurse within C3 at certain times where they will be tagged in incidents and would review the incident, providing suitable advice and guidance where required.

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.police.uk](mailto: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](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.

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