| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-0094  Responded to: 27th January 2023 |
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Your recent request for information is replicated below, together with our response.

## I'm looking to make a Freedom of Information request for the amount of 'prank' or 'hoax' calls made to police between September 2020 - September 2021 and September 2021 - September 2022 to the police department in your constituency

In response to these questions, 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, Police Scotland does not gather statistical information regarding ‘hoax calls’ nor does it categorise any incidents as such.

In order to establish how many 101 or 999 calls were classed as a ‘hoax’, a manual trawl of all call and incident records would be required.

Police Scotland receives thousands of calls via 999 and 101 every month and, as I am sure you will appreciate that, to provide you with this information would require extensive research and would incur significant cost.

Police Scotland’s Call Handling Reports are publicly available on our website, via the below link:-

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

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.