| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-1075  Responded to: 25 June 2025 |
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Your recent request for information is replicated below, together with our response.

## The number of 999 calls graded “IMMEDIATE” by STORM Unity which did not result in an officer being deployed in the financial years 2022-23, 2023-24 and 2024-25 so far.

Incidents are created where it is assessed that some form of police response is required.

This can be in response to contact by telephone or any other means, or at the request of officers or partners.

STORM Unity is the system used by Police Scotland for the management of police incidents and resources and is the source of the data provided in this response.

It is worth noting that STORM is primarily a command & control system and has limited value as a statistical tool.

Most data obtained from the system requires further analysis to establish context.

In large volumes, this can be extremely difficult to do, and, in some cases, it is not possible to filter or structure data to adequately answer a specific request.

STORM automatically captures timing data when an incident is raised and dispatched.

The arrival of a resource at the locus of an incident is however recorded via officers pressing their ‘At Scene’ button when they arrive, or by verbally communicating this to the Area Control Room for updating the incident.

The process is therefore open to error, particularly on arrival at a dynamic incident/ emergency situation.

*Table: Non-attended 999 immediate priority incidents – Financial years 2022/23 – 2024/25*

| **Financial Year** | **Non-attended incidents** |
| --- | --- |
| 2022/23 | 1,398 |
| 2023/24 | 1,663 |
| 2024/25 | 1,563 |

All statistics are provisional and should be treated as management information.   
Data was extracted from Police Scotland systems and are correct as at 20 June 2025. Data has been extracted based on the incident raised date.   
Non attended 999 Immediate priority incidents are defined as: incidents where the call was received via '999' or '999 MOB', the final priority was '7 - Immediate' and where the At\_Scene field did not have a datetime recorded.   
Duplicate, transferred (to other force) and (raised in) error incidents have been removed.

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](https://www.foi.scot/appeal), by [email](mailto:enquiries@foi.scot) 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.