| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 24-0468Responded to: 08 March 2024 |
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Your recent request for information is replicated below, together with our response.

## Follow up to 23-2663 –

## I think for the notable incident data to be meaningful I need to know how many of the incidents were for “good work” otherwise the data is fairly meaningless.

## Could you please take out the ”good work” incidents from the notable data and resend?

I would first of all advise you that 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.

The Notable Incident process was implemented in C3 division in April 2016 following a recommendation by HMICS in their assurance review into call handling.

It is designed to allow staff to highlight incidents from which improvement and organisational learning can be gained or where additional feedback, training or changes to process may be required. Several revisions of the process have taken place since then in an effort to ensure it remains fit for purpose.

It should be noted that ‘good work’ is also captured as part of the Notable Incident process.

This ensures that identified good practice can also be highlighted and shared amongst the staff working within the division, as well as more widely within the organisation when required.

It continues to be a high priority for C3 Division due to the benefits that it brings in identifying areas for improvement.

Since its inception a number of enhancements, including the 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 address any opportunities for learning at the earliest opportunity to maintain a constant cycle of continuous improvement.

In response to your request:

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| **Period** | **Bilston Total** | **Positive** |
| 01/04/2018 – 31/03/2019 | 32 | 1 |
| 01/04/2019 – 31/03/2020 | 31 | 2 |
| 01/04/2020 – 31/03/2021 | 36 | 1 |
| 01/04/2021 – 31/03/2022 | 32 | 1 |
| 01/04/2022 – 31/03/2023 | 52 | 1 |

Positive notable incidents are where the actions taken identify best practice.

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 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 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.