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Our Ref: IM-FOI-2022-1606
Date: 16 August 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.

I write, under the terms of the Freedom of Information Act, to request the number of 999 calls that were flagged as no unit/resource available, or took longer than 15 minutes to be attended, between January 2018 and June 2022.

As part of this request, I would like the information to be broken down into the following:

- i) The number of 999 calls received between January 2018 and June 2022, broken down into months, years and a grand total;**

In response to this question please be advised that information regarding the volume of 999 calls to Police Scotland 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”

The information you are seeking is available within Police Scotland published statistics on the Police Scotland website. For ease, please see the link below.

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

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ii) Out of these 999 calls, how many were flagged as no unit/resource available, and how many were not attended within 15 minutes;

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, there is no straightforward method to extract the data you require.

Firstly there is no flagging system to identify if there is no resource available to attend an ongoing incident. The information would be added in free text format meaning that in order to extract the requested information the record of each 999 call would need to be manually examined to determine if there was a resourcing issue at the time of the incident. This explanation is also true regarding the time frame of officers' arrival.

Police Scotland have many thousands of 999 calls for the time period requested, at a highly conservative estimate of 2 minutes to examine a single record, this would greatly exceed the cost threshold set out within the Act.

Police Scotland has 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.

iii) Your incident response time targets, and how many times these targets were missed during the above time frame;

In terms of Section 17 of the Act, I can confirm that the information you seek is not held by Police Scotland.

By way of explanation under the Contact Assessment Model (CAM) there are no time frame targets set.

iv) The average time for a 999 call to be attended;
v) The longest period of time for a 999 call to be attended.

In response to the two questions above, 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.

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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 I have interpreted that “the average time” to mean the time taken from an incident being created to a resource arriving at scene.

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 recorded via a manual process and as a result is open to error.

The most common method of marking ‘At Scene’ is for officers to select a hotkey on their airwave device. This is often overlooked, particularly when officers arrive at the scene of a dynamic incident. Controllers are able to manually update the status of resources if required but this can naturally lead to errors in the accurate recording of the actual time of arrival. The priority of all staff is the safe and effective management of our policing response.

From previous reviews of data of this type, numerous errors in the accurate recording of this information have been identified. These include:

- Officers failing to update their handsets to mark themselves ‘At Scene’ when they actually arrived at locus. In some cases this was completed after a significant delay and in others the status was not updated until the incident was closed some time later.
- Incidents which were initially, appropriately, assessed at a lower response level but later reassessed and upgraded in response to new information. In these circumstances the timer does not reset, but reflects the total time from creation to dispatch/arrival.

These scenarios distort overall figures meaning that a manual review of several million incidents would be required to remove erroneous results and establish the true ‘response time’. This is an exercise I believe will greatly exceed the cost threshold set out within the Act.

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

Should you require any further assistance please contact Information Management quoting the reference number given.

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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 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 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.