

Our Ref: IM-FOI-2022-1104
Date: 16 June 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.

A copy of your internal policies and procedures for dealing with complaints or reports of diesel, oil, or other spillages on roads within your area of control.

I would ask that you note that prescriptive guidance cannot be given for every situation, however, in general terms all such incidents reported, will be logged by the C3 Division on our incident management system – STORM. C3 staff then apply THRIVE (Threat, Harm, Risk, Investigation, Vulnerability and Engagement) to all calls and make referrals to the relevant partner agency as appropriate.

With regards to spillage after a road crash the roads department are notified and they are responsible for cleaning.

I have provided below a link to the C3 Division National Guidance Document on the Police Scotland website which covers how we grade and assess incidents in general.

<https://www.scotland.police.uk/spa-media/qwep0iv0/contact-command-control-c3-division-national-guidance.doc>

I have also provided a link to our Standard Operating Procedure (SOP) – Collisions and incidents on the roads network which may be of assistance.

<https://www.scotland.police.uk/spa-media/nqipp3uf/collisions-and-incidents-on-the-roads-network-sop.doc>

Should you require any further assistance please contact Information Management - Glasgow at – foi@scotland.police.uk – 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 or by post to Information Management (Disclosure), Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH.

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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.