

Our Ref: IM-FOI-2022-2235
Date: 11 November 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.

Please can you provide an annual breakdown for the last five years and 2022 so far of the number of calls made to police that were identified as nuisance or hoax calls?

Please specify the number made to 999 and the number made to 101.

Please also specify how many of these calls resulted in officers being dispatched.

If possible, please state how long officers spent going out on each incident.

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.

You can access our Call Handling Reports: <https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/call-handling-reports-2022/>

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Older data is available via: <https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/> and <https://www.police.uk/pu/your-area/police-scotland/performance/999-data-performance/>

Should you require any further assistance please contact Information Management - Dundee at foidundee@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, Dalrnarnock, 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.

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