| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 25-2173Responded to: 13 August 2025 |
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Your recent request for information is replicated below, together with our response.

**1.How many public counters in police stations have had to be closed during opening hours this year (or latest available period) in Edinburgh?**

Unfortunately, I estimate that it would cost well in excess of the current FOI cost threshold of £600 to provide a response regarding all nine stations in Edinburgh. I am therefore refusing to provide the information sought in terms of section 12(1) of the Act - Excessive Cost of Compliance.

By way of explanation, to provide the information, we would first need to establish every instance where the station should be open (based on planned counter assistant shifts), secondly establish whether the counter was closed due to unexpected absence and thirdly establish if cover was available (and recorded as part of the backfills duty). As such, this is an exercise which would far exceed the cost limit set out in the Fees Regulations.

I can advise that even if the above exercise was undertaken, any backfill conducted would usually be carried out by a police officer, and this would be as part of the normal shift and potentially not recorded.

To be of assistance, we have conducted the exercise for two stations that were advertised as having a 24/7 public counter (Gayfield and St. Leonards).

I can advise that for the period 1January – 20 July 2025, inclusive, only Gayfield has been closed during the advertised 24/7 opening hours.

I can also advise that the remaining seven stations were not advertised as 24/7 during this period and the Police Scotland website advises the public to call 101 for opening times. The opening times provided during the call would be based on the current/live situation, therefore unlikely to be classed as ‘closed’ as there are no advertised opening hours.

**2.How many public counters in police stations have had to be closed during opening hours this year (or latest available period) in Scotland?**

Please see response below part 4.

**3.How many closures have there been across stations in total in Edinburgh this year (or latest available period)?**

Unfortunately, I estimate that it would cost well in excess of the current FOI cost threshold of £600 to process this part of your request. I am therefore refusing to provide the information sought in terms of section 12(1) of the Act - Excessive Cost of Compliance.

Please refer to the explanation in response to question 1.

To assist, we have conducted the above exercise for our two 24/7 stations for the period 1January – 25 July 2025, inclusive and can provide the following:

* St Leonards Police Station (24/7) – 0 closures
* Gayfield Station (24/7) – 220 times out of a possible 603 shifts.

The closures at Gayfield station were mainly due to long term absences.  Backfill is always considered but on the occasions when the station was closed, the backfill would have been carried out by a deployable officer who would have to be removed from operational duties so the decision was made to prioritise frontline duties and temporarily close the front counter. To additionally try and mitigate this, we are utilising modified officers to assist the front counter at Gayfield and provide resilience to assist in minimising any temporary closure.

Whilst it is hugely regrettable that on occasion the front counter at Gayfield requires to be closed, this is to ensure officers are in the community helping the public. In addition, on these rare occasions, we will actively advertise this on social media to ensure the public are aware of this. Should there be an instance that the public attend Gayfield and urgently require to speak to an officer in an emergency, they can be contacted on 999 and an officer will assist as quick as possible.

The Police Scotland public website has been updated, with the removal of the 24/7 reference and provision of advice to call 101.

**4.How many closures have there been across stations in total in Scotland this year (or latest available period)?**

**Context: Gayfield Square, which should be open 24/7, has been closed over 40 times in April and early May this year alone. I am trying to understand the scale of this phenomena in Edinburgh primarily, and in Scotland if possible.**

In response to parts 2 and 4, unfortunately, I estimate that it would cost well in excess of the current FOI cost threshold of £600 to process your request. I am therefore refusing to provide the information sought in terms of section 12(1) of the Act - Excessive Cost of Compliance.

By way of explanation, there are 133 police stations in Scotland and to provide the information, we would first need to establish every instance where the station should be open, secondly establish whether the counter was closed due to unexpected absence and thirdly establish if cover was available. As such, this is an exercise which would far exceed the cost limit set out in the Fees Regulations. I can advise that even if the above exercise was undertaken, any backfill conducted may have been carried out by other staff or a deployable officer, as part of their normal shift and potentially not recorded.

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](https://www.foi.scot/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.