| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 23-1027Responded to: 03 May 2023 |
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Your recent request for information is replicated below, together with our response.

**I wish to make a Freedom of Information for the number of Concern for Welfare Incidents Scotrail reported to Police Scotland in the Highlands & Islands Division in the last 5 five years.** With a breakdown of each year.

## Having considered your request in terms of the Act, 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, the only way to provide an accurate response to your request would be to examine each Concern for Person incident report for the Highlands & Islands Division to establish the circumstance and whether the person reporting stated they were calling on behalf of Scotrail. Given the numbers involved this is an exercise which I estimate would far exceed the cost limit set out in the Fees Regulations.

## You may wish to consider contacting British Transport Police who are responsible for the policing of railways in Scotland: [BTP - FOI](https://www.btp.police.uk/rqo/request/ri/request-information/rip/request-information-police/request-information-about-police/?tid=73519&lid=&cid=&rid=73562&stepid=1)

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.