| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-2937  Responded to: 16 December 2024 |
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Your recent request for information is replicated below, together with our response.

## How many hoax 999 calls were received by your force between 1st January 2019 – 30th June 2019

## How many hoax 999 calls were received by your force between 1st July 2019 – 31st December 2019

## How many hoax 999 calls were received by your force between 1st January 2020 – 30th June 2020

## How many hoax 999 calls were received by your force between 1st July 2020 – 31st December 2020

## How many hoax 999 calls were received by your force between 1st January 2021 – 30th June 2021

## How many hoax 999 calls were received by your force between 1st July 2021 – 31st December 2021

## How many hoax 999 calls were received by your force between 1st January 2022 – 31st December 2022

## How many hoax 999 calls were received by your force between 1st July 2022 – 31st December 2022

## How many hoax 999 calls were received by your force between 1st January 2023 – 30th June 2023

## How many hoax 999 calls were received by your force between 1st July 2023 – 31st December 2023

## How many hoax 999 calls were received by your force between 1st January 2024 – 30th June 2024

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.

Police Scotland’s Call Handling Reports are publicly available on our website, via the below link:-

[How we are performing - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/)

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](mailto:foi@scotland.police.uk) 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](mailto:enquiries@itspublicknowledge.info) 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.