

Our Ref: IM-FOI-2022-0525
Date: 8th March 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.

- 1. How many 101 calls went unanswered for North Lanarkshire in the last 12 months?**
- 2. How many 101 calls went unanswered for Lanarkshire in the last 12 months?**

I can advise that Police Scotland does not hold information in the format requested. In terms of Section 17 of the Act, this letter represents a formal notice that information is not held.

By way of explanation, all calls to Police Scotland are answered by our service centre. Prior to answering, all 101 calls are held in a single national 'pool' and answered according to the options selected by the caller and the order in which they entered the pool.

Although based across multiple sites we operate a single 'virtual' service centre, meaning calls are routed to any available service advisor. This ensures we are able to provide the most efficient service 24/7, regardless of a caller's location, and affords resilience in the event of technical or other issues which threaten business continuity. For these reasons call handling data for any specific area or policing division is not held by Police Scotland.

- 3. How many answered 101 calls for North Lanarkshire in the last 12 months related to anti-social behaviour?**
- 4. How many answered 101 calls for Lanarkshire in the last 12 months related to anti-social behaviour?**

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.

OFFICIAL

By way of explanation, members of the public can contact us by phone, email or online using the reporting forms on our website. All of these contact methods are monitored 24/7. All contacts are received by staff in our Service Centre and assessed on an individual basis based on Threat, Harm, Risk and Vulnerability.

On average around 47% of contacts are resolved at first contact (i.e. without an incident being raised for further action). The way such calls are recorded does not allow for those relating to antisocial behaviour to be identified. That would require a manual review of around 1 million contacts for the given period which is an exercise that I estimate would far exceed the cost limit set out in the Fees Regulations.

Of those contacts which do lead to an incident being raised for further action, Police Scotland use a National Standard of Incident Reporting (NSIR).

Under NSIR there is no standard incident type for 'Antisocial Behaviour'. By definition Antisocial Behaviour is a very broad subject and could be recorded under any number of our standard codes such as Disturbance, Neighbour Dispute, and Public Nuisance etc.

Statistics relating to any such incidents are publicly available on the Police Scotland website, broken down by category and Council Area:-

<https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/>

Should you require any further assistance please contact Information Management Dundee, 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, Dalarnock, 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.