| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-3163  Responded to: 01 October 2025 |
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Your recent request for information is replicated below, together with our response.

## Please can I request the following information:

## What is the total cost to date of Police Scotland’s ‘custody user experience survey?’

The information sought is held by Police Scotland, but I am refusing to provide it in terms of section 16(1) of the Act on the basis that the section 33(1)(b) - Commercial Interests exemption applies.

Disclosure would prejudice substantially the commercial interests of any person. In terms of the legislation a Person includes a public authority, company and partnership.

Commercial interest is not defined in the Act. However, a person’s or organisation’s commercial interests will usually relate to the commercial trading activity they undertake, commonly for the purpose of revenue generation and this activity will normally take place within a competitive environment.

In this instance, the costing data held is considered to be commercially sensitive as disclosure would provide an unfair advantage to future competitors, resulting in loss of value for money, which would not be of economic value to police Scotland or the public.

## Please could you outline what the total cost in (1) was spent on?

Commissioned social research activities to enable our user experience survey within custody include scoping and design of survey questionnaire, delivery of SMS text message to people who been in custody inviting them to participate, analysis and reporting of data and responses to Police Scotland.

## To date how many people have been invited to complete the survey?

I can confirm that there have been 1,811 invitations to date to complete the survey

## To date how many people have completed the survey?

To date, there have been 67 completed custody user experience surveys. This is still a new and developing approach for Police Scotland, and we are working with colleagues to continually enhance our processes to enhance our uptake.

The purpose of the survey is to provide an opportunity for the people who come into police custody to share their experience. This is essential to ensure our custody centres provide a safe, secure and dignified environment.

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](https://www.foi.scot/appeal), by [email](mailto:enquiries@foi.scot) 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.