| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-1943  Responded to: 24 June 2025 |
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Your recent request for information is replicated below, together with our response.

**I am looking for information (under the Freedom of Information Scotland Act) regarding both the average and longest response times for police to attend the scene of a 999 call. As such, please provide the following information:**

* **The average and longest waiting times for a response team to arrive at an incident in each of the 13 divisions, in each of the last 5 years up until today.**

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, STORM Unity is the system used by Police Scotland for the management of police incidents and resources and is the source of the data provided in this response.

It is worth noting that STORM is primarily a command & control system and has limited value as a statistical tool.

Most data obtained from the system requires further analysis to establish context.

In large volumes, this can be extremely difficult to do, and, in some cases, it is not possible to filter or structure data to adequately answer a specific request.

STORM automatically captures timing data when an incident is raised and dispatched.

The arrival of a resource at the locus of an incident is recorded via a manual process and as a result is open to error.

The most common method of marking ‘At Scene’ is for officers to select a hotkey on their airwave device.

This is often overlooked, particularly when officers arrive at the scene of a dynamic incident.

Controllers can manually update the status of resources if required but this can naturally lead to errors in the accurate recording of the actual time of arrival.

The priority of all staff is the safe and effective management of our policing response.

From previous reviews of data of this type, numerous errors in the accurate recording of this information have been identified.

These include:

* Officers failing to update their handsets to mark themselves ‘At Scene’ when they actually arrived at locus. In some cases, this was completed after a significant delay and in others the status was not updated until the incident was closed sometime later.
* Incidents which were initially, appropriately, assessed at a lower response level but later reassessed and upgraded in response to new information. In these circumstances the timer does not reset but reflects the total time from creation to dispatch/ arrival.

We do not record the specific statistics you have requested and, as such, a manual review would be required.

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.