| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-1076  Responded to: 17 April 2025 |
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Your recent request for information is replicated below, together with our response.

**The average response time to 999 calls graded “IMMEDIATE” by STORM Unity in the financial years of 2022-23, 2023-24 and 2024-25 so far.**

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, by ‘response times’ we have taken this to mean the time taken from an incident being created to a resource arriving at scene.

Incidents are created where it is assessed that some form of police response is required.

This can be in response to contact by telephone or any other means, or at the request of officers or partners.

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.

Statistics requested would rely on arrival times being recorded, and these may not be reflective as it would be based on creation time to first at scene, which in some cases could skew statistical measurements due to diary appointments being arranged as a solution or non-attendance.

Accurate arrival times would rely on officers pressing their ‘At Scene’ button the moment they arrive or by verbally communicating this to the Area Control Room for updating on the incident.

These methods may not always be undertaken correctly and as such would add to the inaccuracy of data.

These scenarios distort overall figures meaning that a manual review of several thousand incidents would be required to remove erroneous results and establish the true ‘response time’.

This is an exercise I believe will greatly exceed the cost threshold set out within the Act.

Police Scotland have determined that the £600 threshold within the Act equates to 40 hours of work and so this part of your request exceeds this limit.

Whilst I would normally suggest a refined timescale is considered in cases where excessive cost is an issue, unfortunately due to the recording methods and likely errors noted above, I do not believe there is a way to refine your request and still produce meaningful statistics.

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.