| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-1786  Responded to: 08 August 2023 |
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Your recent request for information is replicated below, together with our response.

## The average police response time to attend 999 calls categorised as grade 2 emergencies, for each of the last three financial years (2022/23, 2021/22, 2020/21), broken down by local authority.

In relation to your question, I must advise that Police Scotland do not use numbers for call grading’s and they are graded as Immediate and Prompt. As such, in terms of Section 17 of the Freedom of Information (Scotland) Act 2002, this represents a notice that the information requested is not held by Police Scotland.

I can however advise that had you asked for prompt graded calls rather than grade 2 calls, we are normally unable to provide average response times as a call’s priority can change during the lifetime of an incident. The final priority is recorded on our incident recording system called STORM however this may not have been the initial priority of the incident. A manual check of each incident would have to be undertaken and this would exceed the threshold. In addition, STORM does not record local authority areas. It records Police Divisional areas and as an example, Q Division includes both North and South Lanarkshire and so a further manual check of every incident would be required.

In relation to target response times, again if you had asked for prompt graded calls rather than grade 2 calls, we would have advised that Police Scotland do not have response times for calls, we operate on target times to dispatch a resource to an incident, 15 minutes to dispatch a resource to an Immediate incident and 4 hours to dispatch a resource to a Prompt incident.

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.