| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-1037  Responded to: 9 May 2024 |
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Your recent request for information is replicated below, together with our response.

## I'm requesting information relating to the figures of allocation of calls to one specific callsign within Bilston Glen's control room. As this resource contained no identifiable staff there is no data protection issues surrounding the release of figures of this request.

## Between 2007 and 2015 on how many occasions, per each year, was the DUMY callsign allocated to assist with Scottish Ambulance Service assistance calls?

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) - Excessive Cost of Compliance.

By way of explanation, to research your request we have carried out searches on our incident recording system STORM, whereby there was any use of the DUMY callsign within the incident, for the period between 2007 and 2015 for legacy Lothian & Borders division. We further refined our search to include the word ‘ambulance’ or abbreviated Scottish Ambulance Service to ‘SAS’.

As a result of these searches, 4284 incidents would require to be individually read to establish if they are relevant to your request, which is an exercise that would far exceed the cost threshold of the Act.

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.