

6 February 2015

Your Ref:

Our Ref: IM-FOI-2015-0099



Sir Stephen House QPM  
Chief Constable

FOI Central Processing Unit  
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Glasgow  
G2 4JS

[foi@scotland.pnn.police.uk](mailto:foi@scotland.pnn.police.uk)

**FREEDOM OF INFORMATION (SCOTLAND) ACT 2002**  
**SUBJECT:**

I refer to your email dated 13<sup>th</sup> January 2015 regarding the above which has been handled in accordance with the Freedom of Information (Scotland) Act 2002 (FOISA).

You have requested the following information:

*Information relating to the total number of 999 calls made to Police Scotland over the course of the past 12 months (2014 calendar year 1 Jan 2014 to 31 December 2014).*

*Specifically I seek:*

*1) a figure on the total amount of 999 calls received*

*2) a breakdown about the nature of the calls. I realise that Police Scotland will receive tens of thousands of 999 calls during the course of a year but I seek, where possible, a breakdown on the subject matter. For clarification, if it helps any what I am trying to find out is the nature of the more 'unusual' and stupid 999 calls, or 999 calls made by members of the public for trivial or silly matters.*



*I seek the figures to use them in a possible newspaper story -- and the angle I am researching is the nature of the silly, unwarranted, unusual and unnecessary calls made to emergency services using the 999 number.*

Between 01/01/14 and 31/12/14 Police Scotland received 497,531 999 calls.

Our systems are not designed to flag calls which have an "unusual", "stupid", "trivial" or "silly" nature. I note that you quote a media article, which contains 999 calls of such a nature released as part of a campaign ran by Police Scotland on 999 misuse. This information was gathered by requesting 999 staff to send in such examples and will by no means capture all of these calls. The only way to gain accurate results requested would be to manually check each incident log

At almost half a million calls, this would take an excessive amount of time to do and therefore your request is exempt under Section 12(1) of FOISA, excessive cost of compliance.

I trust that the information available is of assistance and should you require any further assistance concerning this matter please contact me on 0131 311 3901 quoting the reference number given.

If you are not satisfied with the way in which your request has been dealt with, you are entitled in the first instance and within 40 working days of receiving this letter to request a review of the decision made by the Service. Should you wish to do so, contact details are; Police Scotland, FOI Central Processing Unit, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH. (Or email [foi@scotland.pnn.police.uk](mailto:foi@scotland.pnn.police.uk)).

Once informed of the review decision, if you are still not satisfied, then you are entitled to apply to the Scottish Information Commissioner within six months for a decision. The contact details are: Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS, telephone 01334 464610. Should you wish to appeal against the Scottish Information Commissioner's decision, there is an appeal to the Court of Session on a point of law only.

Yours sincerely

Andrew Stafford  
Information Management