



**Scottish
Ambulance
Service**

University National NHS Board



Freedom of Information Request

24th June 2024

Question

I work for Police Scotland within our service center. We are currently looking to undertake some benchmarking work around demand and are reaching out to other services to obtain data which may assist. We are looking to compare our own demand (via 999, 101 and other channels including email) and I wondered if you publish or could provide such information? For some context, we publish our high level call handling data monthly on our website <https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/>. I have found some data on your site but nothing specific to call demand.

Answer

The Scottish Ambulance Service publishes their quarterly Board Papers on their website [Board Papers \(scottishambulance.com\)](https://www.scottishambulance.com/).

In each set of Board Papers there is a document called Quality Indicators Performance Reports, these reports contain charts detailing the call numbers and incident numbers for Scheduled and unscheduled care.