

Our Ref: IM-FOI-2021-2757
Date: 23 December 2021



FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

I refer to your recent request for information which has been handled in accordance with the Freedom of Information (Scotland) Act 2002.

For ease of reference, your request is replicated below together with the response.

The number of calls by the public to Police Scotland in each of the last five financial years that -

**were unanswered for more than 5 minutes
were unanswered for more than 10 minutes
were unanswered for more than an hour, and
abandoned completely**

Can this also be broken down by local policing divisions

First of all, in response to these questions, please note that data for the period prior to January 2018 is not held by Police Scotland and section 17 of the Freedom of Information (Scotland) Act 2002 therefore applies.

Secondly, all calls to Police Scotland are answered by our service centre. Prior to answering, all 101 calls are held in a single national 'pool' and answered according to the options selected by the caller and the order in which they entered the pool.

Although based across multiple sites we operate a single 'virtual' service centre, meaning calls are routed to any available service advisor. This ensures we are able to provide the most efficient service 24/7, regardless of a caller's location, and affords resilience in the event of technical or other issues which threaten business continuity.

For these reasons call handling data for any specific area or policing division is not held by Police Scotland and section 17 of the Freedom of Information (Scotland) Act 2002 therefore applies.

In relation to *national data* for the period January 2018 to date, I can advise as follows.

I regret to inform you that I am unable to provide you with the information sought in relation to 5/ 10/ 60 minute time periods, as it would prove too costly to do so within the context of the fee regulations.

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.

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By way of explanation, due to systems limitations the longest time interval we can report on is >120 seconds. Any more detailed data would require case by case analysis of each call.

To be of assistance, we have provided this data up to the end of November 2021 in the table below which shows how many calls were answered by a service advisor after they had been queuing for more than 120 seconds. We have separated data for 101 and 999 calls.

Police Scotland no longer use the terminology 'abandoned' when referring to call handling. *Discontinued calls* are those which are disconnected by the caller prior to them speaking with a service advisor. This can be for a number of reasons including the caller deciding to use another channel such as 999 or online reporting or to call back at another time.

Data regarding discontinued calls is published on the [Police Scotland website](#) along with other information you may find of interest (under heading *Management Information - Call Handling*).

Year	101		999	
	Answered 120>	Discontinued	Answered 120>	Discontinued
2018	52,985	68,649	38	3,601
2019	246,263	284,239	150	4,619
2020	636,517	919,790	2,624	4,723
2021 YTD	526,158	590,279	824	2,827

Should you require any further assistance please contact Information Management - Dundee quoting the reference number given.

If you are dissatisfied with the way in which Police Scotland has dealt with your request, you are entitled, in the first instance, to request a review of our actions and decisions.

Your request must specify the matter which gives rise to your dissatisfaction and it must be submitted within 40 working days of receiving this response - either by email to foi@scotland.pnn.police.uk or by post to Information Management (Disclosure), Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH.

If you remain dissatisfied following the outcome of that review, you are thereafter entitled to apply to the Office of the Scottish Information Commissioner within six months for a decision. You can apply [online](#), by email to enquiries@itspublicknowledge.info or by post to Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS.

Should you wish to appeal against the Office of the Scottish Information Commissioner's decision, there is an appeal to the Court of Session on a point of law only.

As part of our commitment to demonstrate openness and transparency in respect of the information we hold, an anonymised version of this response will be posted to the Police Scotland Freedom of Information [Disclosure Log](#) in seven days' time.

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