



# Management Information: Call Handling

## Report

*Period: October 2021*

**All statistics are provisional and should be treated as management information. All data have been extracted from Police Scotland internal systems and are correct as at 3 November 2021**

**Produced by Police Scotland Analysis and Performance Unit**  
*November 2021*

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## Commentary Notes on Management Information

The Police Scotland Service Centre (PSSC) accepts all Emergency and Non-Emergency contacts.

Since the formation of Police Scotland in April 2013, there has been work ongoing to integrate and remodel the structures that allow the public to contact the police, as well as the dispatch and support of officers on duty. As part of the re-structuring work, we will continue to invest in new technology and standardise the performance reporting information across the country.

### How calls are prioritised

All calls made to the Police Scotland Service Centre via 999, 101 or another dedicated line are prioritised dependent on their source.

- 999 Emergency – Calls received via 999 are treated as the highest priority and are always answered first.
- 101 Non-Emergency – Calls received from the public via 101 are treated as a normal priority and are answered when there is a suitable service adviser available but there are no other higher priority calls waiting.

**OFFICIAL - NONE**  
**THIS DATA IS POLICE SCOTLAND MANAGEMENT INFORMATION,**  
**NOT STATISTICS**

**Explanation of the report data**

**Non-emergency Call Handling (101)**

|                                      |  |
|--------------------------------------|--|
| Calls Received                       | This section measures the volume of calls received from the public via the 101 telephony system.<br><br>Other calls that are received via the service centres are NOT included in this measure, those calls would include 999 calls, alarm company lines and the Police Scotland staff absence line. |
| Calls Discontinued                   | This section measures the volume of calls received from the public via the 101 telephony system that are disconnected without the caller speaking to a service adviser.  |
| Calls Discontinued after 120 seconds | This sections measures the volume of calls received from the public via the 101 telephony system that are disconnected without the caller speaking to a service adviser, after waiting for a period of 2 minutes or more.<br><br>Data for this measure is only held for a period of 31 days.         |
| Average time to answer (seconds)     | This section measures the average (mean) time to answer calls from the public, received via the 101 telephony system, within the reported period.  |
| Longest wait time (minutes:seconds)  | This section measures the longest time a member of the public waited to be connected to a service adviser when calling via the 101 telephony system. Times are displayed in <i>hours:minutes:seconds</i> and are relevant for the reported period only.  |
| Other Emergency Service Calls        | The section measures calls made to the Police Scotland Service Centres from other emergency services requesting police. These are not made via the 101 telephone number but are received by the same service advisers via a dedicated number for each emergency service.                             |

**Emergency Call Handling (999)**

|                                      |   |
|--------------------------------------|---|
| Calls Received                       | This section measures the volume of calls received from the public via the 999 telephony system.<br><br>Other calls that are received via the service centre are NOT included in this measure. Those calls would include 101 calls, alarm company lines and the Police Scotland staff absence line.   |
| Calls Discontinued                   | This section measures the volume of calls received from the emergency service provider via the 999 telephony system that are disconnected prior to answer at Police Scotland.<br><br>Often a 999 call is disconnected due to the caller realising someone else has reported the matter to the police or the police attending as the caller is making the call.  |
| Calls Discontinued after 120 seconds | This section measures the volume of calls received from the emergency service provider via the 999 telephony system that are disconnected without the caller speaking to a service adviser, after waiting for a period of 2 minutes or more.<br><br>There are very few calls disconnected after 120 seconds as they are routinely answered within 10 seconds. A 999 call not being answered within this timescale occurs due to a spike in calls, normally resultant of a number of people calling about the one incident, eg a road crash.<br><br>Data for this measure is only held for a period of 31 days due to limitations on the system store process. |
| Average time to answer (seconds)     | This section measures the average (mean) time to answer calls from the public, received via the 999 telephony system, within the reported period.   |
| Longest wait time (minutes:seconds)  | This section measures the longest time a member of the public waited to be connected to a service adviser when calling via the 999 telephony system. Times are displayed in minutes:seconds and are relevant for the reported period only.  |

**Table 1.1**  
**Non Emergency Call Handling (101) : Police Scotland.**

|                                       | October 2021   |                    |                                      |                                  |                                     |   |
|---------------------------------------|----------------|--------------------|--------------------------------------|----------------------------------|-------------------------------------|---|
|                                       | Calls Received | Calls Discontinued | Calls Discontinued after 120 seconds | Average time to Answer (seconds) | Longest Wait Time (hours:mins:secs) | Other Emergency Service Calls (non 101) |
| <b>Police Scotland Service Centre</b> | 131 330        | 24 920             | -                                    | 00:01:53                         | 00:36:39                            | 6 800                                   |

**Table 1.2**  
**Emergency Call Handling (999) : Police Scotland.**

|                                       | October 2021   |                    |                                      |                                  |                               |
|---------------------------------------|----------------|--------------------|--------------------------------------|----------------------------------|-------------------------------|
|                                       | Calls Received | Calls Discontinued | Calls Discontinued after 120 seconds | Average time to Answer (seconds) | Longest Wait Time (mins:secs) |
| <b>Police Scotland Service Centre</b> | 58 451         | 312                | -                                    | 00:00:06                         | 00:03:42                      |