| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-0159  Responded to: 22nd February 2024 |
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Your recent request for information is replicated below, together with our response.

**Under freedom of information please provide the data records of calls to 999 disconnected** **due to the caller realising someone else has reported the matter to the police police attending as the caller is making the call**

**Of the**

**52,036 received to 999 in January 2022**

**With**

**264 being logged as 'discontinued'**

**Of the**

**50,974 received to 999 in February 2022**

**249 being logged as 'discontinued'**

**And Under freedom of information please provide the data records of calls to 101 that are disconnected without the caller speaking to a service adviser after the caller wait was 00:25:00 With fastest answered in timeframe of 00:02:53 With longest answered in timeframe of 00:42:45**

**Of the**

**119,995 received to 101 in January 2022**

**With**

**19,602 being logged as 'discontinued'**

**Of the**

**112,602 received to 101 in February 2022 With**

**23,675 being logged as 'discontinued'**

**Quote**

**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. 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.**

Following a clarification request you confirmed that by your request related to January and February 2022 only.

In relation to your request for the number of calls discontinued 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 I must advised that Police Scotland does not hold this information. As a call is discontinued before someone speaks to Police Scotland, we do not hold any information as to why the caller discontinued the call. As such, in terms of Section 17 of the Freedom of Information (Scotland) Act 2002, this represents a notice that the information requested is not held by Police Scotland.

In relation to the number of 101 calls discontinued after 25 minutes, in terms of Section 17 of the Freedom of Information (Scotland) Act 2002, this represents a notice that the information requested is not held by Police Scotland.

By way of explanation, when a call is received but is discontinued, our system counts this within a number of set bandings depending on the time the call waited before being discontinued.

The longest interval recorded is 120 seconds and over and we do not retain the specific call time before discontinuation for each individual discontinued call, just the band it fell within.

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.