

Our Ref: IM-FOI-2022-2673
Date: 30th December 2022



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.

In the year 2020-2021 how many calls to the non emergency 101 number went unanswered.

In the year 2020-2021 what was the average time for someone to answer the call to the non emergency 101 number.

In the year 2021-2022 (up until this FOI request is answered) how many calls to the non emergency 101 number went unanswered.

In the year 2021-2022 (up until the FOI request is answered) what was the average time for someone to answer the call to the non emergency 101 number.

Please be advised that Police Scotland's call handling information is publicly available.

As such, in terms of Section 16 of the Freedom of Information (Scotland) Act 2002, I am refusing to provide you with the information sought. Section 16 requires Police Scotland when refusing to provide such information because it is exempt, to provide you with a notice which:

- (a) states that it holds the information,
- (b) states that it is claiming an exemption,
- (c) specifies the exemption in question and
- (d) states, if that would not be otherwise apparent, why the exemption applies.

I can confirm that Police Scotland holds the information that you have requested and the exemption that I consider to be applicable is set out at Section 25(1) of the Act - information otherwise accessible:

"Information which the applicant can reasonably obtain other than by requesting it under Section 1(1) is exempt information"

The information you are seeking is available on the Police Scotland website, via the following link:

<https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/call-handling-reports-2022/>

OFFICIAL

For data prior to 2022, please see the below link:-

<https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/>

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.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.