

Our Ref: IM-FOI-2022-0448
Date: 9 March 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.

1. How many 999 calls were made in Scotland on each of the following days

- a) 25/11/2021
- b) 26/11/2021
- c) 27/11/2021
- d) 25/11/2020
- e) 26/11/2020
- f) 27/11/2020

2. How many 101 calls were made in Scotland on each of the following days

- a) 25/11/2021
- b) 26/11/2021
- c) 27/11/2021
- d) 25/11/2020
- e) 26/11/2020
- f) 27/11/2020

Clarification from applicant

Require information on how many calls were received by Police Scotland.

Please see the table below which contains the number of 999/101 calls received by Police Scotland for the dates requested.

	Calls Received 25/11/20	Calls Received 26/11/20	Calls Received 27/11/20	Calls Received 25/11/21	Calls Received 26/11/21	Calls Received 27/11/21
101 (Option 4)	5,092	4,989	5,513	4,306	5,846	4,516
999	1,457	1,337	1,654	1,603	3,504	2,535

OFFICIAL

Please note, 101 figures only relate to general 101 calls from the public and do not include calls from other emergency partners, alarms or touchtone.

By way of assistance, please see the link below to Police Scotland's website for further information and statistics on call handling.

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

Should you require any further assistance concerning this matter please contact Information Management – Glasgow at foi@scotland.police.uk 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.