| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-0852  Responded to: 11th May 2023 |
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Your recent request for information is replicated below, together with our response.

## Please can you provide me with the following information on your contact centre performance for each month from January 2017 to date (or as far back in time to this date as possible).

## Volume of 999 calls:

## Received

## Answered (total)

## Abandoned (total)

In response to the three questions a, b and d above, please be advised that this 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 call handling information you require is available on the “How we are performing” section of the Police Scotland website. Here, you will find information regarding call volumes received and calls discontinued for both 999 Emergency Calls and 101 Non-Emergency Calls. From the data provided you can determine the total number of calls answered by subtracting the number of discontinued calls figure from the calls received figure.

[How we are performing - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/)

## Answered (within 10 seconds)

## Abandoned (after 10 seconds)

With respect to the two questions, c and e above, I regret to inform you that I am unable to provide you with the information you have requested, 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.

By way of explanation, the number of calls answered or abandoned is not centrally recorded in this format and as such in order to determine which calls are relevant to your request each call record would need to be manually examined to extract the information you require. If we look at just January 2023, as you will see from the published call data 59,241 emergency 999 calls were received. With a highly conservative estimate of 3 minutes per record to compile the information requested it would equate to an excess of 2,962 hours to work to determine the information you require. For the full period requests this would obviously be much higher.

Police Scotland have assessed that the £600 cost limit within the Act equates to 40 hours of work and so this part of your request would breach the cost threshold.

Whilst I would normally suggest a revised timescale is considered, as even a single month vastly exceeds the cost threshold within the Act, I do not believe there is a way this question can be answered within cost in its current form.

## 999 Average:

## Time to answer

In response to this question please see the response to question 1a, b and d.

## Time to abandon

In response to this question please see the response to question 1c and e.

## Talk time

In response to this question please see the table below.

Average Call Handling time for 999 calls

|  | January | February | March | April | May | June | July | August | September | October | November | December |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2018 | 08:54 | 07:32 | 07:33 | 07:20 | 07:29 | 07:41 | 07:43 | 06:20 | 06:15 | 06:27 | 06:25 | 06:22 |
| 2019 | 06:27 | 06:33 | 06:36 | 06:39 | 06:39 | 06:48 | 06:57 | 06:58 | 07:07 | 07:25 | 07:39 | 07:40 |
| 2020 | 07:39 | 07:42 | 07:48 | 07:59 | 07:57 | 07:55 | 08:23 | 08:43 | 08:49 | 08:56 | 08:46 | 08:53 |
| 2021 | 08:49 | 08:44 | 08:49 | 08:40 | 08:38 | 08:52 | 08:52 | 08:49 | 08:49 | 08:51 | 08:54 | 08:56 |
| 2022 | 08:58 | 09:01 | 09:02 | 08:54 | 08:51 | 08:57 | 09:01 | 09:15 | 09:15 | 09:24 | 09:43 | 09:45 |
| 2023 | 09:49 | 09:57 | 09:46 |  |  |  |  |  |  |  |  |  |

## After call work

In terms of Section 17 of the Act, I can confirm that the information you seek is not held by Police Scotland.

By way of explanation, all necessary work is completed during the time of the call. For example, the caller may have cleared the line however the call taker will continue to add notes or complete any essential tasks then manually end the call, then ending the call recording time.

## 3. Volume of 101 calls:

## Received

## Answered (total)

## d. Abandoned (total)

In response to this question please see the response to question 1 a, b and d.

## Answered (within your SLA/target)

## e. Abandoned (after your SLA/target)

In response to questions c and e, in terms of Section 17 of the Act, I can confirm that the information you seek is not held by Police Scotland.

By way of explanation I can advise there is no Service Level Agreement (SLA) for 101 calls.

## 101 Average:

## Time to answer

In response to this question please see the response to question 1 a, b and d.

## Time to abandon

In response to this question please see the response to question 1 c and e.

## Talk time

In response to this question please see the table below.

Average Call Handling times for non-emergency 101 calls

|  | January | February | March | April | May | June | July | August | September | October | November | December |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2018 | 08:54 | 08:54 | 08:51 | 08:56 | 09:12 | 09:20 | 09:22 | 07:52 | 07:43 | 07:49 | 07:49 | 07:43 |
| 2019 | 07:48 | 07:57 | 08:04 | 08:03 | 08:09 | 08:29 | 08:39 | 08:42 | 09:03 | 09:22 | 09:44 | 09:52 |
| 2020 | 10:00 | 10:11 | 10:05 | 09:57 | 10:27 | 10:42 | 11:45 | 12:20 | 12:11 | 12:05 | 11:59 | 11:46 |
| 2021 | 11:31 | 11:26 | 11:51 | 11:39 | 11:48 | 12:20 | 12:19 | 12:09 | 12:00 | 11:30 | 11:25 | 11:33 |
| 2022 | 11:30 | 11:43 | 12:00 | 11:51 | 11:58 | 12:23 | 12:27 | 12:58 | 12:51 | 12:52 | 13:19 | 13:08 |

## After call work

In response to this question please see the response to question 2d.

## Volume of webchats:

## Received

## Answered (total)

## Answered (within your SLA/target).

## Abandoned (total)

## Abandoned (after your SLA/target)

In response to question 5 and its subsidiaries, in terms of Section 17 of the Act, I can confirm that the information you seek is not held by Police Scotland.

By way of explanation, Police Scotland do not use a webchat function.

## Webchat Average:

## Time to answer

## Time to abandon

## Chat length

## After call work

In response to question 6 and its subsidiaries please see the response to question 5.

## What are your 101 and webchat SLAs/targets?

In terms of Section 17 of the Act, I can confirm that the information you seek is not held by Police Scotland.

By way of explanation, as earlier advised Police Scotland do not use a webchat function and there is no SLA for 101 calls.

## If the below questions can also be answered within the appropriate limit of the FOIA, please can you provide a response:

## Do you use a triage or similar system to manage 101 calls? If so, what is the process used?

All public contacts to Police Scotland C3 Division (999, 101 and Contact Us) undergo a THRIVE assessment once contacts been answered and information is established. THRIVE is the risk assessment tool used to identify and rationalise Threat, Harm, Risk, Investigative Opportunity, Vulnerability and Engagement. In relation to 101 specifically, callers are initially presented with an IVR (Interactive Voice Recognition) and have the ability to select a menu option to be directed to custody, in response to a missing person or information appeal, provide an update to a crime report/previous incident or to be connected to speak to a Service Advisor.

## What is your current contact centre establishment? How many are managers, supervisors, call handlers etc.?

We have 512 service advisors, 40 team leaders and six operations managers within our contact centre establishment.

## How many call handlers staff your contact centre on a typical day (broken down by hour)?

Having reviewed this question, I must conclude that as it does not seek a copy of recorded information as such it is not a valid request in terms of section 8 of the Freedom of Information (Scotland) Act 2002.

By way of explanation there is no recorded definition of a “typical day”.

## Have your contact centres used any trials/pilots/techniques to improve performance on your 999 or 101 lines? If so, please provide a summary what these were and the outcomes of them.

In response to extremely high periods of demand, we have a message that can be broadcast when people contact our 101 system. We have also previously used our social media messaging during periods of extremely high demand to inform the public.

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.