| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-2275  Responded to: 11 August 2025 |
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Your recent request for information is replicated below, together with our response.

## Question

## 1- Does Police Scotland hold any data or internal reporting on calls to the 101 non-emergency number that are disconnected or terminated due to causes NOT attributable to the caller (e.g., not caused by the caller ending the call, loss of signal, low battery, or other external factors)?

Police Scotland does not have internal automatic reporting mechanisms detailing call disconnections caused by non-conventional methods or technical faults. We only retain data related to calls that are disconnected by the caller prior to being connected to a Police Scotland advisor.

As such the information sought is not held by Police Scotland and section 17 of the Act therefore applies.

## 2- Are there any known technical, operational, or systemic issues within Police Scotland’s call handling system or telecommunications infrastructure that have caused or may cause a 101 call to be terminated while the caller is still on the line or in the queue (e.g., due to system timeouts, queue overflows, technical faults, system maintenance, software bugs, or routing errors)?

## 3- If such issues are known or have been recorded in any internal reviews, IT incident reports, operational audits, or supplier correspondence since January 2020, please provide relevant summaries or documentation.

With regards to question 2 and 3, There are no known technical issues within Police Scotland’s telephony infrastructure that would cause 101 calls to be terminated prematurely.

Police Scotland operates a force-wide ICT fault reporting system however, as above there are no automatic digital analytical reporting mechanisms in place that track or provide insight into 101 call disconnections caused by system or technical issues originating within Police Scotland’s environment.

The only way to accurately and comprehensively collate this data would be to manually review all ICT fault reports for this period and assess for relevance to disconnected 101 calls due to circumstances within Police Scotland. For the period of 2020 to date there have been in excess of 236,000 ICT incidents reported, as such I estimate that a manual review of these will be an exercise that would far exceed the current FOI cost threshold of £600 to process your request.

I am therefore refusing to provide the information sought in terms of section 12(1) of the Act - Excessive Cost of Compliance

## 4- Does Police Scotland’s call handling or telephony system have any programmed behaviours that may cause calls to be automatically disconnected after a certain duration or under specific conditions (e.g., long wait times, system resets, maximum queue lengths)?

Police Scotland’s telephony infrastructure does not have any programmed functionality that disconnects 101 calls after a certain time. During times of high demand for 101 responses, front-end messages advising of extended wait times may be placed on the system to update callers, however this is for information only with no impact on a 101 call if the caller continues to wait.

## 5- If Police Scotland asserts that all call disconnections are due solely to caller-side actions or network issues outside of Police Scotland’s systems, please provide documentation or technical analysis to support this conclusion, including whether this has been independently verified by any third-party audit or contractor

Information on this may be held by the phone companies but no information is available to Police Scotland to indicate the reason for the call disconnect by the caller. Consequently, no third-party analysis or external verification can be undertaken.

As such, the information sought is not held by Police Scotland and section 17 of the Act therefore applies.

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.