| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 25-1133Responded to: 29 April 2025 |
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Your recent request for information is replicated below, together with our response.

**To ask, in the past five years, how many "silent calls" to 999 have been received by Police Scotland. To clarify, by silent call I mean when the call is connected to the operator, but the operator cannot hear anything from the caller.**

**Could this be broken down by i) year and ii) rough geographical area.**

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

By way of explanation, Police Scotland does not gather statistical information regarding your definition of ‘silent calls’ nor does it categorise any incidents as such.

Police Scotland utilise an incident type known as ‘Abandoned/Silent 999 Call’ however these would include calls with sound and speech, therefore, these statistics would not answer the question posed.

To review all abandoned/silent calls to determine those with no sound, would be an exercise which would exceed the cost limit set out in the Fees Regulations and Section 12(1) of the Act would also apply.

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 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](https://www.foi.scot/appeal), by email 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.