| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-2215  Responded to: 24 July 2025 |
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Your recent request for information is replicated below, together with our response.

## A breakdown of calls that are disconnected by Police Scotland. Please provide the number of disconnected calls by Police Scotland's system for June 2025.

The information sought is not held by Police Scotland and section 17 of the Act therefore applies. By way of explanation, no calls are disconnected by Police Scotland and as such no data is held.

## If you cannot provide that specifically, please can you provide a breakdown of calls that were discontinued by the call, i.e. they hang up.

The information sought is held by Police Scotland, but I am refusing to provide it in terms of section 16(1) of the Act on the basis that the section 25(1) exemption applies:

“Information which the applicant can reasonably obtain other than by requesting it […] is exempt information”.

The information sought is publicly available:

[June 2025 Call Handling Reports - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/call-handling-reports-2025/june-2025-call-handling-reports/)

## Please provide any further breakdown of categories or types of disconnections in relation to the 39,051 calls that were discontinued.

There are no additional categories or types of disconnection. As a call is discontinued before someone speaks to Police Scotland, we do not hold any information as to why the caller discontinued the call.

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](https://www.foi.scot/appeal), by [email](mailto:enquiries@foi.scot) 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.