| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-1926  Responded to: 24th August 2023 |
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Your recent request for information is replicated below, together with our response.

* **Within the last five years - broken down by year - how non-emergency calls have been logged on the emergency 999 number.**

In response to your request, 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, Police Scotland do not record our calls using the metric requested.

In this case we would need to manually check each incident recorded to see if it met the criteria of your request. This would be complicated by the fact that the priority of an incident can change over the lifetime of an incident. An incident may initially be recorded as an emergency but changed when new information comes to light and vice-versa. Police Scotland records thousands of incidents each day and over a 5 year period requested, a vast number of incidents would need to be checked.

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.

* **Within the last five years - broken down by year - what is the average wait time for a 101 call before it is taken by an operator.**
* **Within the last five years - broken down by year - what is the longest and shortest wait time for a 101 call before it is taken by an operator.**

In regards to your next two questions, please be advised that the requested 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”

Please find some links below to the relevant pages of our website:

[Call Handling Reports April 2015 - 2021](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/)

[Call Handling Reports 2022 - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/call-handling-reports-2022/)

[Call Handling Reports 2023 - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/call-handling-reports-2023/)

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.