| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 25-1337Responded to: 14 May 2025 |
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Your recent request for information is replicated below, together with our response.

## Can I please request the following information under Freedom of Information legislation:

## For 2024, a monthly breakdown on how long it took on average for (i) 999 calls and (ii) 101 calls to be picked up by an operator?

## For 2024, a monthly breakdown on the longest wait for a (i) 999 calls and (ii) 101 calls to be picked up by an operator?

## For 2024, a monthly breakdown on how many (i) 999 calls and (ii) 101 calls were unanswered?

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: [Call Handling Reports 2024 - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/call-handling-reports-2024/)

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](http://www.itspublicknowledge.info/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.