

Our Ref: IM-FOI-2022-0140
Date: 09 February 2022



FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

I refer to your recent request for information which has been handled in accordance with the Freedom of Information (Scotland) Act 2002.

For ease of reference, your request is replicated below together with the response.

1) The longest 101 wait time for a caller for each of the months October, November, December 2021 and to date in January 2022.

2) The average 101 wait time for a caller for each of the months referenced above.

Please be advised that Call Handling Reports are 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"

The information you are seeking is available on the Police Scotland website, via the following link: [How we are performing - Police Scotland](#)

I can further provide the following data for 01 to 17 January 2022 (date of your request):

Average Speed of Answer	1 minute 43 seconds
Maximum Delay	35 minutes 37 seconds

This should be treated as management information as opposed to official statistics and Figures relate to calls made to 101 (option 4). Data has been provided from 01/01/2022 – 17/01/2022 inclusive.

3) The weekly number of staff absences overall and then broken down by due to Covid-19 isolation or positive cases from October 1 2021 to the date of this request (17/01/2022). Please provide this as a percentage of the total expected staffing per week, e.g. October 1, expected staff 100, staff available 75.

Clarified as: This should refer to those staff who would be tasked with answering 101 calls.

The data presented has been extracted from Police Scotland's System to Co-ordination Personnel and Establishment (SCOPE) database.

This data is provided for the entirety of Police Staff within Contact, Command and Control Division.

Please note the availability calculation only includes the type of leave specified in the column title, it does not take into account other types of leave such as: annual leave, service breaks, special leave and more. The data provided for 'COVID-19 absences' includes all absences related to COVID-19. The data provided for 'All absences' includes absences related to COVID-19."

Date	Availability - COVID-19 Absences	Availability - All Absences
05/10/2021	97.75%	86.87%
12/10/2021	97.50%	87.40%
19/10/2021	98.62%	87.92%
26/10/2021	98.45%	88.38%
02/11/2021	98.01%	87.21%
09/11/2021	96.79%	85.36%
16/11/2021	97.47%	86.66%
23/11/2021	97.97%	87.67%
30/11/2021	97.00%	86.95%
07/12/2021	97.00%	86.87%
14/12/2021	95.51%	84.51%
21/12/2021	93.65%	83.23%
28/12/2021	91.17%	81.91%
04/01/2022	87.44%	77.90%
11/01/2022	91.42%	81.87%
18/01/2022	95.83%	85.89%

Should you require any further assistance please contact Information Management - Dundee on foiundee@scotland.pnn.police.uk quoting the reference number given.

If you are dissatisfied with the way in which Police Scotland has dealt with your request, you are entitled, in the first instance, to request a review of our actions and decisions.

OFFICIAL

Your request must specify the matter which gives rise to your dissatisfaction and it must be submitted within 40 working days of receiving this response - either by email to foi@scotland.pnn.police.uk or by post to Information Management (Disclosure), Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH.

If you remain dissatisfied following the outcome of that review, you are thereafter entitled to apply to the Office of the Scottish Information Commissioner within six months for a decision. You can apply [online](#), by email to enquiries@itspublicknowledge.info or by post to Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS.

Should you wish to appeal against the Office of the Scottish Information Commissioner's decision, there is an appeal to the Court of Session on a point of law only.

As part of our commitment to demonstrate openness and transparency in respect of the information we hold, an anonymised version of this response will be posted to the Police Scotland Freedom of Information [Disclosure Log](#) in seven days' time.

OFFICIAL