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Our Ref: IM-FOI-2022-2191  
Date: 09 November 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. What was the longest wait time someone waited when they phoned 101 to get the call answered in 2017, 2018, 2019, 2020, 2021, 2022?**

Please be advised that information regarding longest wait time 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”*

In regards to 2017 to 2021, this information is available on the page below under Call Handling Reports:

<https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/>

In regards to 2022, this information is available on the following page broken down by month:

<https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/call-handling-reports-2022/>

**OFFICIAL**

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**2. In 2022 what were the five longest wait times for 101 and their calls and their dates and regions?**

In response to this question please see the table below.

101 calls - 01/01/2022- 25/10/2022			
	Max delay	Date	Reason
1	01:40:28	19/07/2022	Increased call volume
2	01:25:22	09/08/2022	High call volume
3	01:21:51	01/03/2022	High call volume
4	01:13:16	29/05/2022	High 999 demand

**3. What was the longest wait time someone waited when they phoned 999 to get the call answered in 2017, 2018, 2019, 2020, 2021, 2022?**

In response to this question please see the response to question 1.

**4. In 2022 what were the five longest wait times for 999 and their calls and their dates and regions?**

In response to this question please see the table below.

999 calls - 01/01/2022- 25/10/2022			
	Max delay	Date	Reason
1	00:06:51	19/07/2022	Increased call volume
2	00:06:40	04/04/2022	High call volume
3	00:05:27	12/08/2022	High call volume
4	00:05:19	16/03/2022	Staff shortage + high call volume
5	00:05:16	15/03/2022	High 999 volume

**5. What was the average call answer times for 101 and 999 calls in 2017, 2018, 2019, 2020, 2021 and 2022?**

In response to this question please see the response to question 1.

Should you require any further assistance please contact Information Management 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.

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.police.uk](mailto:foi@scotland.police.uk) or by post to Information Management (Disclosure), Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH.

## OFFICIAL

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](mailto: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.