| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-1484  Responded to: 23rd May 2025 |
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Your recent request for information is replicated below, together with our response.

## I would like to request the following information under the Freedom of Information (Scotland) Act.

## - The number of 101 calls that are abandoned while waiting for someone to pick up.

## - The average wait time for an answer to a 101 call.

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”.

To be of assistance, this is where the information sought is publicly available, with the most recent figures for the 2025 reports being updated in the next few weeks:

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

[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](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.