



LETTER SENT BY E-MAIL ONLY

19 December 2024

FOI Ref 2024/25-088

Freedom of Information (Scotland) Act 2002

Request

Please find below our response to your correspondence dated 10 December 2024, in which you made the following request under the Freedom of Information (Scotland) Act 2002.

1. In the past 12 months the average length of time waiting to be connected on a 101 call?
2. In the past 12 months the longest length of time waiting to be connected on a 101 call?
3. In the past 12 months the shortest length of time waiting to be connected on a 101 call?

Response

The Scottish Police Authority has considered your request and can confirm that the Authority does not hold the information requested.¹

By means of assistance, we can advise that monthly statistics on call handling are published on Police Scotland's website. Information for the period from January to October 2024 is available at [Call Handling Reports 2024](#) and for the previous year at [Call Handling Reports 2023](#). This includes average wait times and longest wait times during each month.

Information may also be available by contacting Police Scotland at foi@scotland.police.uk and you may also wish to refer to [Police Scotland's Disclosure Log](#).

¹ This represents a notice in terms of Section 17 of the Freedom of Information (Scotland) Act 2002 - Information not held.

In terms of the Authority's role in the oversight and scrutiny of policing, our Policing Performance Committee receives quarterly performance reports that include call handling information. The most recent quarterly report includes call handling on page 49 of the PDF report - [Quarterly Policing Performance Report Quarter 2 2024-25 - 10 December 2024](#).

A separate paper on public contact was also presented at the most recent Policing Performance Committee - [Police Scotland Response to Public Contact Update - 10 December 2024](#).

Right to Review

If you are dissatisfied with the outcome of your request you can ask for a review within 40 working days. You must specify the reason for your dissatisfaction and submit your request by email to foi@spa.police.uk or by letter to Scottish Police Authority, 1 Pacific Quay, Glasgow, G51 1DZ.

If you remain dissatisfied after review, you can appeal to the Scottish Information Commissioner within six months. You can apply [online](#), by email to enquiries@foi.scot or by letter to Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS.

Should you wish to appeal against the Commissioner's decision, you can appeal to the Court of Session, only if you think the law has not been applied correctly.

This response will be posted to our [Disclosure Log](#) after seven days.

Yours faithfully

SPA Corporate Management