| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-1455  Responded to: 1st September 2023 |
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Your recent request for information is replicated below, together with our response.

## The volume of 101 calls received by Police Scotland for the 2021-22 & 2022-23 financial year, broken down by the Police Scotland division that handled the call.

## The average 101 call answer time for the 2021-22 & 2022-23 financial year, broken down by the Police Scotland division that handled the call.

Following you request we asked for clarification on what you meant by broken down by the Police Scotland division that handled the call. You confirmed:

## I meant the geographic area of local policing that managed/attended the call rather than the location of who answered it.

In response to your request, I regret to inform you that I am unable to provide you with the information you have requested, as it would prove too costly to do so within the context of the fee regulations.

As you may be aware the current cost threshold is £600 and I estimate that it would cost well in excess of this amount to process your request.

As such, and in terms of Section 16(4) of the Freedom of Information (Scotland) Act 2002 where Section 12(1) of the Act (Excessive Cost of Compliance) has been applied, this represents a refusal notice for the information sought.

By way of explanation, Police Scotland do not record the information you have requested broken down in this manner. Whilst attempts have been made to extract the information you have requested, it has become clear that our systems are not capable of producing this information in an automated manner. As such a manual review of each call recorded by our call recording systems would be required to split these down into geographical area.

This would be further complicated by the fact that not all calls to our 101 number will result in a police incident being recorded. There is also no way to confirm whether the dialling code of a number corresponds to the area that actually dealt with the call and in cases where a mobile phone was used, no easy way to automatically establish the location.

Police Scotland receive over 100,000 101 calls each month and so over the 2 year period requested, millions of calls would need to be manually reviewed.

Police Scotland have assessed that the £600 cost limit within the Act equates to 40 hours of work and so this part of your request would breach the cost threshold.

To be of some assistance, Police Scotland does publish the information you have requested on a national basis and I have included a link to the relevant pages of our website below.

[Call Handling Reports 2015 - 2021 - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/)

[Call Handling Reports 2022 - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/call-handling-reports-2022/)

[Call Handling Reports 2023 - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/call-handling-reports-2023/)

Unfortunately I am unable to think of a way that your request could be completed within cost as even reducing the timescale to a single month would vastly exceed the cost threshold. You may wish to consider requesting crime statistics or incidents broken down by division as an alternative.

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](http://www.itspublicknowledge.info/Appeal), by [email](mailto:enquiries@itspublicknowledge.info) 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.