| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 24-1302Responded to: 20th May 2024 |
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Your recent request for information is replicated below, together with our response.

## Can I request to know, over the previous 12 months, how many calls to the 101 service are 'dropped' prior to being answered.

## Can I also request what the average wait time for the 101 service is for the same period?

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) and 27(1) exemptions apply:

“Information which the applicant can reasonably obtain other than by requesting it is exempt information”

Information for the period May– December 2023 is publicly available at [Call Handling Reports 2023 - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/call-handling-reports-2023/) whereas January - April 2024 is publicly available at [Call Handling Reports 2024 - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/call-handling-reports-2024/).

Information for May 2024 will be published at the same link within 12 weeks of this response.

“Information is exempt information if it is held with a view to its being published at a date not later than twelve weeks after the request for the information is made”.

I believe it is reasonable in all the circumstances that the information be withheld from disclosure at this time and that maintaining the exemption outweighs any public interest in disclosure.

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 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 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.