| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-0443  Responded to: 11 March 2025 |
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Your recent request for information is replicated below, together with our response.

## For each day since 1st January 2024 to 31st December 2024:

## (A) the average time for a call to 101 be answered by a call handler

## (B) the longest wait for a call to 101 to be answered by a call handler

## Please provide the data in a table in the format Hours: Minutes: Seconds.

In response to your request, please see the attached table for data in relation to the average times for calls to be answered and the longest waiting times for calls to be answered, broken down daily, for the period 1 January 2024 to 31 December 2024.

Please note that this is not an automated report and is an extract from a spreadsheet completed daily by staff within the Governance and Improvement Team, therefore please allow for a margin of error.

To be of further assistance, monthly Call Handling Reports for the period 1 January to 30 November 2024 are publicly available at the link below and the December 2024 Call handling Report will be published at the same link within 12 weeks of this response.

[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.