| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 23-1596Responded to: 07 July 2023 |
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Your recent request for information is replicated below, together with our response.

**Tonight I called on the 101 number to report a driver who had quite deliberately blocked a road in Busby Church Rd whilst he worked in the church gardens dismantling bouncy castles I am a disabled driven and was stuck on that road for around twenty minutes due to drivers stuck behind me .I eventually spoke with the driver who dated he was not moving the van .He advised me to contact Police Presumably in the full knowledge that this was not possible to do to any effect .**

**I was advised by the operator that the driver would be spoken to and the action taken as a result. I did provide the operator of the registration of van**

## Can you provide me with confirmation of the time it took to answer my call

Having considered this question in terms of the Freedom of Information (Scotland) Act 2002, I am refusing to confirm or deny whether the information sought exists or is held by Police Scotland in terms of section 18 of the Act.

Section 18 applies where the following two conditions are met:

* It would be contrary to the public interest to reveal whether the information is held

Whilst we accept that you may have a particular personal interest in being informed as to whether or not the information sought is held, the overwhelming public interest lies in protecting individuals’ right to privacy and the expectation of confidence that the public have in Police Scotland as regards their information.

* Ifthe information was held, it would be exempt from disclosure in terms of one or more of the exemptions set out in sections 28 to 35, 38, 39(1) or 41 of the Act

In this instance, section 38(1)(a) of the Act applies insofar as you have requested *your own* personal data which is exempt from disclosure in all circumstances.

You do however have a right to access any information Police Scotland holds about you in terms of Article 15 of the General Data Protection Regulation and/ or section 45 of the Data Protection Act 2018 - further details can be found on our [website](http://www.scotland.police.uk/access-to-information/data-protection/subject-access-requests). Please be advised that you will have to provide the telephone number that you called from.

## Can you provide me with the number of calls on that day (17 06 23 )of which callers eventually terminated the call .

I can advise you there were 4062 calls to 101 and 1876 of those were terminated by the caller prior to being answered on Saturday 17 June 2023.

You may wish to submit a complaint against the police if you are dissatisfied with the wait time in relation to the telephone call to 101. A complaint form is provided on our website: [scotland.police.uk/police-complaints](https://www.scotland.police.uk/secureforms/police-complaints/)

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.