



The Scottish Parliament  
Pàrlamaid na h-Alba

## Criminal Justice Committee

Martyn Evans  
Chair  
Scottish Police Authority

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Dear Mr Evans,

### **Police Scotland's historic call handling practice**

I am writing to you regarding recent media reports that between 2007 and 2015 thousands of calls to Police Scotland's Bilston Glen call handling centre were not passed to police officers to action.

According to reports, there was a practice in place to put these calls on a list, meaning that officers did not attend some potentially high priority issues quickly enough or in some cases, calls were not actioned. The media reports suggest that this practice was adopted to "provide artificial levels of incident management performance".

Could you please confirm whether the Scottish Police Authority is considering this issue and, if so, what the timeframe is for that consideration? Could you please keep the Committee updated with any developments.

A response as soon as practically possible, would be much appreciated.

Best wishes,

Audrey Nicoll MSP  
Convener, Criminal Justice Committee