



Trust Headquarters  
 Nexus House  
 Gatwick Road  
 Crawley  
 West Sussex  
 RH10 9BG

**Tel: 0300 123 0999**  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

10<sup>th</sup> August 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220743.

You requested the following information, please also see our response below:

**I would like to know the number of emergency incident calls and the total of malicious emergency calls that your trust received for the years: 2016, 2017, 2018, 2019, 2020, 2021 and 2022.**

NHS England AQIs	
YEAR	Count of Calls Answered
2016	715035
2017	783443
2018	765724
2019	816991
2020	775524
2021	889253
2022	458354

Malicious Emergency Calls	
YEAR	COUNT
2016	11549
2017	11726
2018	255
2019	232
2020	210
2021	152
2022	45

**Count of Calls Answered** is available from the NHS England website:  
<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

**Malicious Emergency Calls**

- Data is from 01/Jan/2016 to 30/Jun/2022
- Data searched by Cancel Reason and Reason Stop = '04 - ABANDONED/HOAX CALL,'Hoax'
- Please note during 2017 following a CAD change to Cleric, '04 - ABANDONED/HOAX CALL cancel reasons was split to separate cancel reasons. 2016 - 2017 will include abandoned calls.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

**Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust**