



Trust Headquarters
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West Sussex
RH10 9BG

Internal Ref:
Email:

Tel: 0300 123 0999
www.secamb.nhs.uk

Dear ,

The trust is in receipt of your information request, thank you. Please accept this formal response, which has been given the internal reference quoted above. Please quote this reference number in any correspondence.

Please accept the Trust's sincere apologies for the delay and inconvenience you have experienced regarding this response. At the time of writing the Trust continues to receive high volumes of FOI requests, many of which are complex and time consuming. In this instance, the Trust has not responded within the required 20 days, and for this we apologise.

Request

You asked us:

I am writing to request information under the Freedom of Information Act, can you please provide the following:

- 1. How many hoax/ malicious calls were received by the service in the last three years (Broken down by years: 2021/22, 2022/23 and 2023/24)**
 - 1a) How many of these hoax calls received an ambulance response?**
 - 1b) How much time was spent responding to these calls?**
- 2. For the last year alone (August 2023 - September 2024) - Can you provide a breakdown of locations whereby hoax/malicious calls received ambulance response?**

We have processed your request under the Freedom of Information Act 2000 (FOIA)

Response

The formal Trust response follows.

The Trust confirms it holds the information you requested.



Saving Lives,
Serving Our Communities

Chair: Usman Khan CEO: Simon Weldon

How many hoax/ malicious calls were received by the service in the last three years (Broken down by years: 2021/22, 2022/23 and 2023/24)

- 1a) How many of these hoax calls received an ambulance response?
1b) How much time was spent responding to these calls?

Financial Year	Incidents	Attendances	Hours Spent on Hoax Calls
2021-22	532	383	737.79
2022-23	499	369	881.3
2023-24	602	476	940.21

For the last year alone (August 2023 - September 2024) - Can you provide a breakdown of locations whereby hoax/malicious calls received ambulance response?

District	No. Attendances (Aug23-Sep24)
Not Recorded	17
Adur	<10
Arun	24
Ashford	<10
Brighton and Hove	42
Canterbury	<10
Chichester	24
Crawley	18
Dartford	13
Dover	13
Eastbourne	13
Elmbridge	15
Epsom and Ewell	10
Gravesham	16
Guildford	12
Hart	<10
Hastings	14
Horsham	<10
Lewes	11
Maidstone	24
Medway	83
Mid Sussex	<10



Mole Valley	10
Reigate and Banstead	15
Rother	<10
Runnymede	<10
Rushmoor	15
Sevenoaks	<10
Folkestone and Hythe	16
Spelthorne	<10
Surrey Heath	10
Swale	22
Tandridge	11
Thanet	21
Tonbridge and Malling	13
Tunbridge Wells	15
Waverley	12
Wealden	12
Woking	10
Worthing	18

Less than 10, we are unable to provide exact figures as these could be identifiable to individuals.

With regards to providing analytical information, the Trust complies with the ICO Anonymisation Code of Practice. This stipulates that when providing information organisations adopt the less than 10 caveat when providing analytical information in instances where there are low numbers. By applying these parameters we are reducing the potential linking of data and making this identifiable.

Next steps

We hope you find the information provided to be of some assistance.

Should you be 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

You can ask us to review our response. If you would like us to carry out a review, please let us know within 40 working days. This will be conducted by someone who was not involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

Should you remain dissatisfied following our internal review, you can complain to the [Information Commissioner's Office](#) (ICO). You should make complaints to the ICO



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within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

The ICO's postal address is:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

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



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