



South East Coast Ambulance Service NHS
Foundation Trust
Nexus House
Gatwick Road
Crawley
RH10 9BG

Date 25th October 2017

Email:

Email: foi@secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/10/08.

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

I would like to know how many hoax 999 calls have been received within the last year.

The vast majority of calls are genuine or made in good faith and the Trust treats all calls seriously. However, on occasions we receive a call and dispatch an ambulance where there is either nobody at the scene or the person at the address denies making the call. For example, a member of the public might make a call in the genuine belief that someone needs our assistance but the potential patient might leave the scene before an ambulance arrives. Therefore, the category used for recording such calls is 'Abandoned/ Hoax' call.

We take malicious hoax calls very seriously. They are irresponsible and dangerous as they can put lives at risk by diverting resources from genuine emergencies.

Between the 1st October 2016 and 30th September 2017 we received 16210 categorised as Hoax/Abandoned calls. Due to the reasons outlined above, malicious hoax calls make up a very small percentage of this total number.

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, Information Governance Manager via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

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