



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

Date 7th November 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/17/10/33.

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

Can you please send me details about the number of malicious or hoax calls that SECAMB receive?

Could you send the data for the following calendar years: 2017-to date, 2016, 2015, 2014, 2013 and 2012?

The figures below show the total number of calls categorised as Hoax/Abandoned. Due to the reasons outlined below, malicious hoax calls make up a very small percentage of this total number.

Year	2012	2013	2014	2015	2016	2017*
Total	10785	7529	6278	5454	11549	12160

The figures for 2017 are up to, and inclusive of 30th September

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.

Where possible and within the cost limit, can you please tell me how many malicious calls were referred to either Kent, Sussex, Surrey or Hampshire Police for further investigation?

To determine how many of these calls were referred to the Police would mean going through each individual record and would exceed 18 hours and would therefore fall under Section 12- FOI (Appropriate limit and fees) Regulations 2004

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