



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

Date 27th November 2017

Email: foi@secamb.nhs.uk

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/11/19.

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

Under the Freedom of Information Act can I ask for the following information on hoax calls made to your ambulance trust:

The number of call outs which ended up being hoax calls in (a) 2012-13, (b) 2013-14, (c) 2014-15, (d) 2015-16, (e) 2016-17

Due to the reasons outlined below, malicious hoax calls make up a very small percentage of this total number.

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.

Please see table below for showing data for Abandoned/Hoax calls in which we sent at least one resource:

Financial Year	2012/13	2013/14	2014/15	2015/16	2016/17**
Total Call outs	667	908	792	811	637

What does the figure from question one represent in terms of the total number of call outs for (a) 2012-13, (b) 2013-14, (c) 2014-15, (d) 2015-16, (e) 2016-17 3)

Please see table below:

Financial Year	2012/13	2013/14	2014/15	2015/16	2016/17
Total Percentage	0.11%	0.14%	0.11%	0.11%	0.09%

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