



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

Date 05 December 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/17/11/41.

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

Under the Freedom of Information Act 2000 I seek access to the following information about hoax calls, or malicious calls:

The number of malicious calls made to the South East Coast Ambulance Service NHS by year for the years: 2012/2013, 2013/2014, 2014/2015, 2015/2016 and 2016/2017

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.

SECAmb Hoax/Abandoned Calls						
Year	2012	2013	2014	2015	2016	2017*
Total	10785	7529	6278	5454	11549	12707

*This data is up to and including 31st October 2017

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.

The number of total callouts made by the trust by year for the years: 2012/2013, 2013/2014, 2014/2015, 2015/2016 and 2016/2017

Please see tables below:

SECAmb Total Calls						
Year	2012	2013	2014	2015	2016	2017*
Total	630114	617643	598789	619247	715035	663890

SECAmb Emergency Responses						
Year	2012	2013	2014	2015	2016	2017*
Total	611426	641422	684224	691249	743860	588287

*This data is up to and including 31st October 2017

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