



Trust Headquarters
 Nexus House
 Gatwick Road
 Crawley
 West Sussex
 RH10 9BG

Date 2nd December 2019

Email:

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

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/19/11/28.

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

I would like to know the number of hoax phone calls received by the South East Coast Ambulance service in 2018 and whether there are any predicted stats for 2019?

We received 1069 hoax calls in 2018. From 1st January to 31st October 2019 we have had 599

The vast majority of calls are genuine or made in good faith and the Trust treats all calls seriously. 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.

As a result of these hoax calls, how much of the Ambulance Service's time and money is wasted?

Unfortunately, we do not hold this information

Is it possible when looking out the above to show peak times in which hoax calls were made in 2018, and does this follow any patterns set in previous five years (2013-2017)?

Please see table below showing hoax calls per hour. Please note up until 4th September 2017, the close/cancel reason was 'abandoned/hoax' and we are not able to differentiate between the two

Hour	2019	2018	2017	2016	2015	2014	2013
00:00 – 00:59	20	49	685	555	244	298	308
01:00 – 01:59	21	35	598	620	246	264	392
02:00 – 02:59	21	29	633	536	259	316	348
03:00 – 03:59	12	25	556	500	214	201	202
04:00 – 04:59	9	23	270	219	91	102	111
05:00 – 05:59	9	10	138	144	57	69	84
06:00 – 06:59	11	20	193	168	71	124	108
07:00 – 07:59	15	21	196	175	98	110	131

08:00 – 08:59	15	25	290	274	147	152	209
09:00 – 09:59	16	32	374	321	167	206	259
10:00 – 10:59	26	36	439	348	201	279	286
11:00 – 11:59	16	46	555	430	204	246	350
12:00 – 12:59	20	48	577	433	210	269	330
13:00 – 13:59	36	37	620	442	241	281	315
14:00 – 14:59	35	60	553	467	227	269	364
15:00 – 15:59	42	75	621	618	246	327	397
16:00 – 16:59	43	82	568	709	336	349	417
17:00 – 17:59	46	82	743	714	289	291	449
18:00 – 18:59	31	74	619	681	300	386	489
19:00 – 19:59	28	60	710	680	382	486	439
20:00 – 20:59	41	54	783	687	336	339	437
21:00 – 21:59	38	49	741	691	323	323	438
22:00 – 22:59	31	52	741	558	312	311	337
23:00 – 23:59	17	45	770	538	242	265	309

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, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

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