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17th February 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference **FOI 20/01/33**.

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

I am writing to you under the Freedom of Information Act 2000 to request the following information from SECAMB:

- 1) The total number of hoax or fraudulent calls responded to by your region's ambulance service across the years 2014 - 2019 (again if necessary under Section 12 timeframe could be reduced to 2017 - 2019). If this information is stored on a month by month basis this would be appreciated. Moreover I would appreciate the totals being separated by type of hoax call - ie Hoax/malicious calls, false calls, genuine errors and silent calls.**

* Please see attached table

* We are unable to provide different types of hoax call, as we do not record this data.

* Due to the broad nature of hoax calls and how they are recorded, not every hoax call will be recorded.

- 2) Moreover I would appreciate an estimate as to how many occasions crews are sent out to respond to hoax calls and the hours spent by your service responding to these hoax calls, broken down by year and month as above.**

*Please see attached table

*For the years 2014-2017 the calls have been identified as hoax or abandoned via the following selected categories: abandoned/hoax call, confirmed hoax and hoax caller. Please note that the abandoned/hoax category means that we are unable to differentiate some of the abandoned calls

- 3) **An estimate from your service on the average cost every time an ambulance is called out to treat a potential patient as well as to answer a**
The estimated average cost (as calculated from our Reference Cost submission) per attendance at scene was £286.09 (including call cost of £10.78) for the last financial year (2018/19).

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