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13<sup>th</sup> March 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 200221

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

**I was hoping to get some information regarding hoax calls in the ambulance service.**

- **Between January 2019 and January 2020, how many hoax calls did the ambulance service receive?**

1137 known hoax calls

\*Values provided are from the 1<sup>st</sup> January 2019 to the 31<sup>st</sup> January 2020

\*Due to the broad nature of hoax calls and how they are recorded. Not every hoax case will be recorded

- **Between January 2019 and January 2020, how many calls lead to a person or persons being prosecuted for making the hoax calls?**

We do not hold the data to this question

- **As a result of hoax calls between January 2019 and January 2020, how much time was wasted dealing with them?**

498:52:57 (hours:minutes:seconds)

Please note:-

\*hoax calls will only include where it was identified as a hoax when a resource was assigned, rather than where no patient was found.

\*\*time wasted dealing with them' has been defined as the time from vehicle allocation to time cleared.

- **As a result of hoax calls between January 2019 and January 2020, how much money was spent on service facilities dealing with them?**

We do not currently calculate costs of associated with specific calls. However, based on our Reference Cost submission for the year 2018/19 we estimate the cost of dealing with these calls at £12,257.

- **Are you able to break down how many of the hoax calls made between January 2019 and January 2020 relating specifically to the Basingstoke and Deane area?**

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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](mailto:FOI@secamb.nhs.uk)

Yours sincerely

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