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13th March 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 20/03/19.

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 the South East Coast Ambulance Service:

How many hoax calls have been made to the South East Coast Ambulance Service in the past three years and how many hours these hoax calls have taken up.

* Please see attached table

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

*For the years 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

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