



Freedom of Information Request

07 November 2022

Question

I would like to know:

Please can you provide an annual breakdown for the last five years and 2022 so far of the number of calls made to the ambulance service that were identified as nuisance or hoax calls?

Please also specify how many of these calls resulted in staff being dispatched.

If possible, please state how long staff spent going out on each incident.

Answer

Please see below the number of emergency incidents where the call stopped reason = Malicious Call, number of resources mobilised, number of resources arrived on scene and Resource service time, please note this is total time given in minutes and seconds, measured from the time of resource mobilised to the time the ambulance resources become available "clear".

All Incidents with Call Stopped Reason = Malicious Call - All Incident Types

Call Started Calendar Year	Number of Incidents Call Stopped Reason = Malicious Call	Resources Mobilised	Resources Arrived on Scene	Resource Service Time MM:SS
2017	824	1102	805	20526:22
2018	566	832	632	19224:09
2019	355	511	374	11326:47
2020	245	367	248	9177:14
2021	220	323	235	8355:36
2022	191	262	176	6340:51