Freedom of Information Request FOI 19 111

Malicious false alarms

Query:

I would like to know the number of hoax phone calls received by Dorset and Wiltshire Fire Service in 2018 and whether there are any predicted stats for 2019?

As a result of these hoax calls, how much of Dorset and Wiltshire Fire Service's time and money is wasted?

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)?

Clarification received:

I am asking about the number of malicious false alarms that are made, in which a vehicle and staff are deployed to resolve an 'seemingly' urgent matter.

Response:

Dorset Fire and Rescue Service and Wiltshire Fire and Rescue Service combined to form Dorset & Wiltshire Fire and Rescue Service on 1 April 2016, so this response is for both Dorset and Wiltshire.

Malicious false alarms are calls made with the intention of getting the Fire and Rescue service to attend a non-existent fire-related event, including deliberate and suspected malicious intentions. A hoax call is one which results in a malicious false alarm incident classification, or would have done had we not challenged the call and made an attendance. Therefore, by definition we do not attend hoax calls.

Please see attached a Microsoft Excel document called "FOI 19 111 Malicious false alarms", which details all recorded malicious false alarm incidents between 1 January 2013 and 22 November 2019. The following fields have been included; date and time, the number of vehicles that were deployed, the number of crew and the amount of time involved (calculated by the time the stop message came back minus the time of call).

We do not hold information relating to the cost of each incident. We can only advise that on average a crew of five attending an incident for one hour, 10 mile round trip would be approximately £125. This is the average cost associated with either a wholetime crew or a retained crew attending an incident, including salary costs.

We record actual statistics at the end of the period only and therefore, predicted statistics regarding the number of malicious false alarms expected for 2019 are not held. Nor do we do not hold any specific analysis regarding

peak times that malicious false alarms occur, however it may be possible to carry out your own analysis using the attached.