Freedom of Information Request FOI 23 140

Hoax Calls information

Query and Response:

1. Please could you provide the information on how many hoax calls the fire service has received in the last five years?
How many hoax calls have been received per month in 2023?
Within the service we class a hoax call as a call we don't attend because we believe its malicious, if we attend it and determine it was not a genuine call, then it becomes a malicious false alarm.

	Attended	Not Attended	Total
January 2023	18	10	28
February 2023	21	7	28
April 2023	19	4	23
May 2023	19	6	25
June 2023	14	8	22
July 2023	16	9	25
August 2023	24	4	28
September 2023	14	2	16

The table above shows that:
- **In January 2023, DWFRS received 28 malicious calls. Of those calls we attended 18 only for the crews to determine it was not a genuine call and we did not attend 10 as the our control room were confident enough that these were hoax calls.**
- **In February 2023, DWFRS received 28 malicious calls. Of those calls we attended 21 only for the crews to determine it was not a genuine call and we did not attend 7 as the our control room were confident enough that these were hoax calls.**
- **In April 2023, DWFRS received 23 malicious calls. Of those calls we attended 19 only for the crews to determine it was not a genuine call and we did not attend 10 as the our control room were confident enough that these were hoax calls.**
- **In May 2023, DWFRS received 25 malicious calls. Of those calls we attended 19 only for the crews to determine it was not a genuine call and we did not attend 6 as the our control room were confident enough that these were hoax calls.**
- **In June 2023, DWFRS received 22 malicious calls. Of those calls we attended 14 only for the crews to determine it was not a genuine call and we did not attend 8 as the our control room were confident enough that these were hoax calls.**
- **In July 2023, DWFRS received 25 malicious calls. Of those calls we attended 16 only for the crews to determine it was not a genuine call and we did not attend 9 as the our control room were confident enough that these were hoax calls.**
- **In August 2023, DWFRS received 28 malicious calls. Of those calls we attended 24 only for the crews to determine it was not a genuine**

call and we did not attend 4 as the our control room were confident enough that these were hoax calls.

- **In September 2023, DWFRS received 16 malicious calls. Of those calls we attended 14 only for the crews to determine it was not a genuine call and we did not attend 2 as the our control room were confident enough that these were hoax calls.**

2. In the last five years how much has this cost the fire service?
This is dependent on whether the appliance is was crewed by a wholetime appliance or by our on – call crews, A wholetime appliance attending could result in crews being divert from other duties (training, working within the community or other duty), but would not incur additional costs to the service. An appliance crewed by on – call fire fighters would cost the service additional money to attend the malicious call.

Oct 2018-Sept 2023
The service attended 898 malicious false alarm incidents over the 5-year period. This resulted in 878 wholetime appliances being sent and 398 On-Call appliances being sent. The approximate cost to the Service for the On-Call appliances being sent to these incidents is £108,200.

Costs supplied are only approximate and are calculated using an average cost per incident.

3. What has been the cost of this per month in 2023?

January 2023	**£2,174.88**
February 2023	**£4,893.48**
March 2023	**£2,446.74**
April 2023	**£2,174.88**
May 2023	**£2,990.46**
June 2023	**£2,446.74**
July 2023	**£2,174.88**
August 2023	**£2,174.88**
September 2023	**£1,903.02**

Costs supplied are only approximate and are calculated using an average cost per incident.

4. How much time, on average, do hoax calls add to delays for getting help to genuine calls?
Hoax calls do not delay getting help to genuine calls, all calls are treated as an emergency.

Information/Detail accurate on the date provided: 23, October 2023