



**DATE: 23 November 2016**

**FOI REQUEST NO: 207\_1718**

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**I would like to make a request under the terms of the freedom of information act.**

Each month for the last 12 months, how many hoax or “prank” calls were made to the fire service?

- Of these, how many resulted in a response being sent out?
- In regards to the number of calls received in in the 12 months prior, how does this compare?

Please see the attached table

Please note abandoned calls up to October 2017 included calls where the caller cleared before we were able to ascertain their intentions. We have now changed our reporting procedures and are now from November 2017 on, are able to better understand which are hoax or abusive calls as opposed to calls that were lost for genuine reasons.

Date	Category	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	TOTAL
Nov 15 to Oct 16	Malicious False Alarms Attended	29	34	28	27	23	35	29	25	22	23	28	30	333
	Abandoned Calls inc Hoax and Abusive	26	20	35	42	57	73	46	57	56	42	52	39	545
Nov 16 to Oct 17	Malicious False Alarms Attended	19	28	14	25	25	27	21	29	20	24	19	30	281
	Abandoned Calls inc Hoax and Abusive	28	39	33	31	43	52	49	41	54	32	30	18	450
	<b>TOTAL</b>	<b>102</b>	<b>121</b>	<b>110</b>	<b>125</b>	<b>148</b>	<b>187</b>	<b>145</b>	<b>152</b>	<b>152</b>	<b>121</b>	<b>129</b>	<b>117</b>	<b>1609</b>