



**Gofynner am/
Please ask for:** Information Governance
and Compliance

Tel: 01443232000

E-bost/E-mail: DataProtection@southwales-fire.gov.uk

Our ref: IG000018

Dyddiad/Date: 02/12/2019

RE: Request for Information held by SWFRS

Your request ref: IG000018 has been dealt with under the Freedom of Information Act 2000.

You asked us:

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

As a result of these hoax calls, how much of South Wales 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)?

Our Answer:

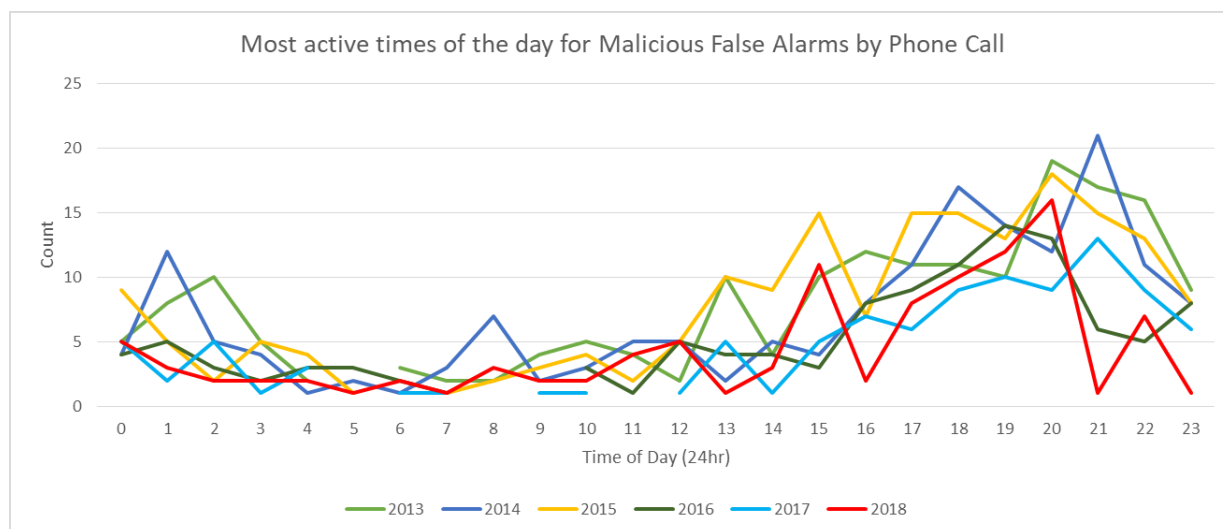
Count of Malicious False Alarm by Phone Call

- 2018: 106
- 2019 1st January to 31st October: 93
- We are unable to quantify time and money expended on Malicious False Alarms by Phone Call because of the variables involved.



Most active times of the day for Malicious False Alarms by Phone Call

- 2018:
 - 15% between 8pm and 8:59pm
 - 11% between 7pm and 7:59pm
 - 10% between 3pm and 3:59pm
 - 9% between 6pm and 6:59pm
 - 8% between 5pm and 5:59pm
- 2013 to 2017:
 - 10% between 9pm and 9:59pm
 - 10% between 8pm and 8:59pm
 - 8% between 7pm and 7:59pm
 - 8% between 6pm and 6:59pm
 - 7% between 10pm and 10:59pm



If you have any queries regarding your Freedom of Information request, please contact us at Dataprotection@southwales-fire.gov.uk quoting the reference number above in any future communication.

If you are dissatisfied with the way that your information request has been handled, you can request an internal review by writing to:

Information Governance and Compliance Officer
South Wales Fire and Rescue Service
Forest View Business Park
Llantrisant
CF72 8LX

Gwasanaeth Tân ac Achub
De Cymru



South Wales
Fire and Rescue Service

Pencadlys Gwasanaeth Tân ac Achub De Cymru,
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

Ffôn 01443 232000 • **Ffacs** 01443 232180
www.decymru-tan.gov.uk

Rydym yn croesawu gohebiaeth yn y gymraeg a'r saesneg - byddwn yn ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.

CODI YMWYBYDDIAETH - LLEIHAU PERYGL

South Wales Fire and Rescue Service Headquarters,
Forest View Business Park, Llantrisant, Pontyclun, CF72 8LX.

Telephone 01443 232000 • **Fax** 01443 232180
www.southwales-fire.gov.uk

We welcome correspondence in Welsh and English - we will respond equally to both and will reply in your language of choice without delay.

RAISING AWARENESS - REDUCING RISK



If you remain dissatisfied with the handling of your request, you have the right to appeal to the Information Commissioner at:

Information Commissioner's Office-Wales,
2nd Floor,
Churchill House,
Churchill Way,
Cardiff,
CF10 2HH.

There is no charge for making an appeal.

Yours Faithfully

Information Governance and Compliance Officer

Dataprotection@southwales-fire.gov.uk

Pencadlys Gwasanaeth Tân ac Achub De Cymru,
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

Ffôn 01443 232000 • **Ffacs** 01443 232180
www.decymru-tan.gov.uk

Rydym yn croesawu gohebiaeth yn y gymraeg a'r saesneg - byddwn yn ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.

CODI YMWYBYDDIAETH - LLEIHAU PERYGL

South Wales Fire and Rescue Service Headquarters,
Forest View Business Park, Llantrisant, Pontyclun, CF72 8LX.

Telephone 01443 232000 • **Fax** 01443 232180
www.southwales-fire.gov.uk

We welcome correspondence in Welsh and English - we will respond equally to both and will reply in your language of choice without delay.

RAISING AWARENESS - REDUCING RISK