



Data Source: C3 Command and Control System

Note: We have categorized the HOAX calls based on the following chief complaints: caller hang up with no details, hoax caller, no case at scene, nothing found at scene, and patient absconded. We have also eliminated any calls with a call stopped reason of "Call Entered in Error," "Call for Information Only," "Done by another Ambulance Trust," "Duplicate Call," or "Test Call". To determine time spent responding to these calls, we found the difference between the time a resource is allocated and the time the resource cleared the call.

1. How many hoax/ malicious calls were received by the service in the last three years (Broken down by years: 2021/22, 2022/23 and 2023/24)

Financial Year	Total
2021/2022	3696
2022/2023	3879
2023/2024	3555
Total	11130

1a) How many of these hoax calls received an ambulance response?

Financial Year	Total
2021/2022	1884
2022/2023	2101
2023/2024	1472
Total	5457

1b) How much time was spent responding to these calls?

Financial Year	Total
2021/2022	695:21:36
2022/2023	798:58:46
2023/2024	535:59:42
Total	2030:20:04



Hoax/Malicious Calls Received by Year (2021/22, 2022/23, 2023/24)

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2. For the last year alone (August 2023 - September 2024) - Can you provide a breakdown of locations whereby hoax/malicious calls received ambulance response?

Post Code
BT1
BT10
BT11
BT12
BT13
BT14
BT15
BT16
BT17
BT18
BT19
BT2
BT20
BT21
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BT94