



28 April 2025

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 33923-24
Subject: Malicious Calls – (2021/2022, 2022/2023, 2023/2024)
Date Received: 13th November 2024

Thank you for your request for information received on 13th November 2024 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below. The Trust would apologise for the delay in the provision of a response.

Questions

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)
 - 1a) How many of these hoax calls received an ambulance response?
 - 1b) How much time was spent responding to these calls?
2. For the last year alone (August 2023 - September 2024) - Can you provide a breakdown of locations whereby hoax/malicious calls received ambulance response?

Answers

Please refer to the attached document entitled 33923-24 Summary Data. Please note the data has been sourced using the following criteria for 'hoax / malicious calls':

- caller hung up no details
- hoax caller
- no case at scene
- nothing found at scene
- patient absconded

I hope the attached fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.



If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to the Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Email: ni@ico.org.uk
Website: [ICO Website](#)
Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF
Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <https://nias.hscni.net> Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

Information Governance Team

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