



**Scottish  
Ambulance  
Service**

University National NHS Board



# Freedom of Information Request

**1<sup>st</sup> November 2024**

## Question

In line with Freedom of Information Legislation, I would be grateful if you could comply with the following request. For each of the following years: 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24 please provide:

1. The number of emergency incidents responded to.
2. The number of calls stopped with reason "Malicious Call"
3. The length of time spent on calls stopped with reason "Malicious Call"

## Answer

Please see the table below detailing the number of emergency calls responded to for each year requested:

Year	Emergency Calls Responded to
2019/2020	542208
2020/2021	493296
2021/2022	517195
2022/2023	520913
2023/2024	542704

The Scottish Ambulance Service has applied section 25 of the Freedom of Information Scotland Act 2002 to the information for malicious calls, this information is accessible on the Scottish Ambulance Service website in previous FOI requests.

[FOI 24-416 Hoax Calls](#)