



**Scottish  
Ambulance  
Service**

University National NHS Board



# Freedom of Information Request

**29<sup>th</sup> November 2024**

## Question

How much a hoax/fake call to the Scottish Ambulance Service will cost when taking into consideration staff time and resource?

## Answer

Public authorities are not required to create information in order to answer a request.

There's a distinction between creating new information, and compiling information. Where a request can be answered by compiling information from readily-available resources held by the public authority, this is not the same as creating new information. However, if collation of the information would require skill and complex judgement, the information is not held.

I have concluded that to calculate the cost of hoax calls we are unable to produce this information without complex skill and judgement. This is because, although we hold information on time spent on hoax calls, to calculate the associated costs we would be required to look at each call to determine grades of staff involved, whether the call received a resource allocation and the cost implications of the resource/staff etc.

It is for this reason that we have applied the exemption Section 17 of the Freedom of Information Scotland Act 2002 as information not held.