



**Scottish
Ambulance
Service**

University National NHS Board



Freedom of Information Request

25th October 2024

Question

A breakdown over the past three years showing

- (a) how many hoax calls were received in each division,
- (b) how many of these hoax calls received an ambulance response and
- (c) how much time was spent responding to these calls.

Answer

Please see the attached sheet detailing how many hoax calls the Scottish Ambulance Service has received. The first tab contains the total number of hoax calls per year, how many of these calls received a response and how much time was spent by crews responding to these calls provided in minutes. The second tab details the same information broken down by division for each year.

Please note that due to the nature of these call it is not always possible to record the location, in these instances the location is reported as N/A. There are occasions where a vehicle can be allocated an incident only for the post code to be incorrect or post code not provided etc, these are reflected under N/A where a vehicle has been allocated.

For the given data, you will see that some of the figures are shown as, five or less than five, please note that this figure has been suppressed because the statistical value is less than five. The Scottish Ambulance service has a duty, under the Data Protection Act to avoid directly or indirectly revealing any personal details. It is therefore widely understood that provision of statistics on small numbers, five or less are statistically suppressed upon disclosure