



Freedom of Information Request FOI 20 98

Hoax calls received in 2020

Query and response:

Could you please tell me how many hoax calls DW Fire has received in 202, whether this is an increase from 2019, and how much it has cost the service responding to these calls?

In 2019

We attended 159 calls which we now believe were malicious as the crews couldn't find an incident on attendance.

We also received a further 89 calls where we challenged the caller as we suspected a hoax call and no attendance was made.

In 2020

We attended 171 calls which we now believe were malicious as the crews couldn't find an incident on attendance.

We also received a further 110 calls where we challenged the caller as we suspected a hoax call and no attendance was made.

We do not hold information relating to the cost of each individual incident, however we have used our standard [special service cost recovery](#) charges to estimate attendance costs and a standard 30 minute cost of a member of Control staff to estimate call handling costs:

Malicious Attendances			
Year	Cost per hour	No. of incidents	Total
2019	271.86	159	£43,225.74
2020	271.86	171	£46,488.06

Malicious Calls			
Year	Cost per 30 mins	No. of incidents	Total
2019	9.06	89	£806.34
2020	9.06	110	£996.60

Information/Detail accurate on the date provided: 13, January 2021