



## Freedom of Information Request FOI 22 85

### Emergency calls triggered by personal telecare alarms

#### Query and response:

Could the service please provide information on how many emergency calls were triggered by personal telecare alarms which were set off accidentally, including SOS alerts and falls alarms.

If information on what caused the false call out is not available, could they provide details of how many times vehicles were dispatched to an address where no incident had taken place and the resident had not requested assistance.

**Between 1 April 2022 and 30 September 2022, we recorded 1,254 false alarms in dwellings, where the origin of the call was automatic fire alarm from call centre and automatic fire alarm from originator.**

Information/Detail accurate on the date provided: 19, October 2022