

Freedom of Information request reference number: 6386.1

Date of response: 10.03.2022

Request:

I am attempting to find which areas suffer the most from hoax callers to the fire service in the UK. My questions are as follows: 1.) How many call outs has the fire service attended for the years 2020 and 2021: 2.) What were the reasons for the callouts for the years 2020 and 2021? 3.) How many call outs were hoaxes? 4.) How many fines were issued for these hoax calls?

Response:

Please see the below answers to your questions:

1). *How many call outs has the fire service attended for the years 2020 and 2021?*

Please see the below table.

Incident Type	2020	2021
Dwelling	31849	33597
Other building	20186	22085
Effecting entry/exit	6732	9527
Flooding	6528	7294
Outdoor	9152	6974
Lift Release	4385	5103
No action (not false alarm)	2438	4061
RTC	3407	4051
Other location	3214	2716
Assist other agencies	1051	2496

Not Confirmed	873	2381
Road Vehicle	1481	1427
Non residential	1456	1350
Making Safe (not RTC)	1312	998
Hazardous Materials incident	782	944
Medical Incident	597	938
Animal assistance incidents	757	883
Advice Only	556	664
Removal of objects from people	476	659
Spills and Leaks (not RTC)	620	615
Other rescue/release of persons	378	434
Suicide/attempts	242	295
Other Transport incident	238	279
Other residential	233	230
Evacuation (no fire)	231	217
Rescue or evacuation from water	54	93
Stand By	37	46
Other Transport	29	34
Water provision		1
Grand Total	99294	110392

2.) *What were the reasons for the callouts for the years 2020 and 2021?*

Please see the above table.

3.) *How many call outs were hoaxes?*

Please see the below table.

Date Period	Number of Attended Malicious Calls
December 2019 to December 2020	957
December 2020 to December 2021	1002
Grand Total	1959

4.) *How many fines were issued for these hoax calls?*

Please see the below table, which is based on results from the years in the third question. Pump costs change for each consecutive financial year; therefore, each incident has been assigned a cost based on the financial year the incident took place.

Date Period	Number of Attended Malicious Calls
December 2019 to December 2020	957
December 2020 to December 21	1002
Grand Total	1959

If you have any further questions, please contact: InformationAccess@london-fire.gov.uk

We have dealt with your request under the Freedom of Information Act (FOIA) 2000. For more information about this process, please see the guidance we publish about making a request on our website: <https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>