Freedom of Information request reference number: 6139.1

Date of response: 03 December 2021

Request:

If you do not have the information for these exact dates, please provide the last three 12 month long records that you have available. If this exceeds the cost limit, please provide at least the latest 12 month long record.

1. *The total number of malicious hoax phone calls you have received between November 2018 and November 2019, November 2019 and November 2020, and November 2020 and November 2021 (i.e. those you have attended)*
2. *A breakdown of the number of malicious hoax calls you have received between November 2020 and November 2021 by London borough.*
3. *The cost these hoax calls have incurred in each year.*

Response:

Our Data team have provided the table below which shows the number of incidents attended by crews which are believed to be malicious in nature:

Date Period	Number of malicious incidents attended
November 2018 up to November 2019	1,163
November 2019 up to November 2020	957
November 2020 up to November 2021	1,002

The table below shows the breakdown of the 1,002 incidents attended by crews between November 2020 up to November 2021 which are believed to be malicious:

Borough	Number of malicious incidents attended (November 2020 to November 2021)
Barking & Dagenham	28
Barnet	25
Bexley	11
Brent	46
Bromley	18
Camden	31
Croydon	61
Ealing	26
Enfield	43
Greenwich	44
Hackney	48
Hammersmith & Fulham	18
Haringey	32
Harrow	14

Havering	17
Hillingdon	34
Hounslow	21
Islington	34
Kensington & Chelsea	16
Kingston Upon Thames	12
Lambeth	44
Lewisham	52
Merton	13
Newham	42
Redbridge	32
Richmond Upon Thames	12
Southwark	71
Sutton	19
Tower Hamlets	44
Waltham Forest	30
Wandsworth	30
Westminster	34

The table below shows the notional cost of the LFB attending the incidents from the years in your first question. The notional cost of attending incidents is based on a standard LFB notional charge rate (which differs per financial year but is currently of £352 per hour (per appliance)).

Date Period	Notional cost of the LFB attending malicious incidents
November 2018 up to November 2019	£189,758
November 2019 up to November 2020	£174,020
November 2020 up to November 2021	£181,435

We have dealt with your request under the Freedom of Information Act 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/