



Date as per e-mail

Kasey Smith

Ref: 1900

Legal Services Department

Ambulance Headquarters
Springhill
Brindley Way
Wakefield 41 Business Park
Wakefield
WF2 0XQ

Tel: 01924 584 315

E-mail: yas.foi@nhs.net

Dear Kasey Smith,

Re. Freedom of Information Act (FOIA) request

I hope this letter finds you well.

Thank you for your Freedom of Information Act (FOIA) request made to Yorkshire Ambulance Service, which we received on 18 July 2019.

Your request

1. I would like to know how many 999 calls you received, in the area of South Yorkshire, in the years:

- 2015
- 2016
- 2017
- 2018 to present

2. How many of these calls, in South Yorkshire, each year were hoax calls?

3. What is the cost in each year of these hoax calls to Yorkshire Ambulance Service?

Our response

Please see attached document for the data you have requested for questions 1 and 2.

3. Based on costs for this type of call from the respective Clinical commissioning groups in South Yorkshire, the average cost per call would be £165.28.

Per Year this would be approximately

Year	Average Cost x Amount of hoax calls
2015	£78,342.72
2016	£72,062.08
2017	£80,491.36
2018	£79,499.68
2019	£37,518.56

If you have any queries about the information we have provided then please contact the Legal Services Department via email at yas.foi@nhs.net. Please remember to quote reference 1900 in any future communications.

We hope this response meets your requirements but if you are unhappy with the way your request for information has been handled, you can request an internal review by contacting the Legal Services Department via e-mail or a the address shown above.

We will only consider requests for internal reviews, which are received within two months of the date of response. This is in line with the Information Commissioner's Office guidance, which can be located here: <https://ico.org.uk/your-data-matters/official-information/>.

If you remain dissatisfied with the handling of your request or internal review, you have a right to appeal to the Information Commissioner's Office. Further information about how to appeal is available on the ICO website at <https://ico.org.uk/make-a-complaint/>.

Please note there is no charge for making an appeal.

Yours sincerely,

Legal Services Department
Yorkshire Ambulance Service