



Sent by Email:

To: Mr Murray Jacobsen

Email:

request-458186-
caf6be84@whatdotheyknow.com

Knowledge Management Team
Hampshire Fire and Rescue Service HQ
Leigh Road
Eastleigh
Hampshire
SO50 9SJ

Direct Dial Tel: 023 8062 6850
Fax: 023 8062 6718
Email: FOI@hantsfire.gov.uk

Date: 8 February 2018

Our Reference: FOI 128 17-18

Enquiries to: Information Governance
& Audit Co-ordinator

Your Reference: Hoax Calls

Dear Mr Jacobsen,

Freedom of Information Act 2000

We are writing in respect of your recent application for the release of information held by the Authority.

You asked:

Can I have the number of hoax calls made to the emergency line that may have affected someone who actually needed it, from the years 2014-2017 and the reasons the calls were made. e.g. needed batteries or wanted food delivered. Anything along those lines that wasted time.

Our answer:

Please find below a table containing the numbers by calendar year of Hoax calls. The detail of these calls is not recorded by Hampshire Fire and Rescue Service as they are not calls to which we respond as such this information is not held by Hampshire Fire and Rescue Service in accordance with section one of the Freedom of Information Act 2000.

Year	No. of Hoax Calls
2014 Total	183
2015 Total	192
2016 Total	231
2017 Total	295
Grand Total	901

Any future correspondence you may have with HFRS in relation to this matter should be sent to the Information Governance and Audit Co-ordinator at the above address.



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If for whatever reason you are unhappy with our response to your application you are entitled to pursue any dissatisfaction through Hampshire Fire and Rescue Service Complaints Team. The Complaints Team can be contacted by writing to Hampshire Fire and Rescue Service, Headquarters, Leigh Road, Eastleigh, Hampshire, SO50 9SJ.

Should you still remain dissatisfied you can appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

Hampshire Fire and Rescue Service Information Governance & Audit Co-ordinator
Data Protection, Freedom of Information & Environmental Information Regulations