

25 April 2012

Freedom of Information Request Reference No: FOIA 549

Thank you for your email of 29 March 2012 requesting information about hoax calls.

The information you requested followed by our responses is as follows:

- *The number of hoax calls made to South Yorkshire Fire and Rescue between April 2009 and April 2012 inclusive, arranged by ward including:*

Please see attached document showing information of incidents attended and incidents not attended from 01/04/2009 to 31/03/2012.

For information, over recent years SYFR have managed to cut the number of hoax calls firefighters attend significantly. One of the main reasons for this reduction is the success of our call challenging policy. All calls received into the Control Room are recorded and when there is reason to believe that a call may not be genuine, a caller will be advised of this as part of the call challenging process. South Yorkshire Fire & Rescue operates a zero tolerance policy and any caller making a hoax call using a mobile phone will receive a text message. Control will also liaise with the caller's service provider and the Police with a view to disconnection.

- *The amount of time spent responding to each hoax call*

Please see attached document showing a breakdown of each incident attended and the time South Yorkshire Fire and Rescue were in attendance from 01/04/2009 to 31/03/12.

- *The cost of responding to the hoax call*

South Yorkshire Fire and Rescue does not hold data on the costs involved in responding to hoax calls.

For information the Service does maintain a Schedule of Special Services Charges which is available to view on our website as part of the Freedom of Information Publication Scheme. Please see link attached:

http://www.syfire.gov.uk/Special_Services_charges_Apr_2011.pdf

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Maureen Oades, Monitoring Officer, South Yorkshire Fire & Rescue Authority

By email: mvoades@syjs.gov.uk

or

The Monitoring Officer

South Yorkshire Fire & Rescue Authority

18 Regent Street

Barnsley

S70 2HG

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF and at www.ico.gov.uk

South Yorkshire Fire and Rescue									
FOIA 549									
False Alarm Malicious (Hoax Calls) - Attended 01/04/09 to 31/03/12					False Alarm Malicious (Hoax Calls) - Not Attended 01/04/09 to 31/03/12				
WARD	2009/10	2010/11	2011/12	Total	WARD	2009/10	2010/11	2011/12	Total
Central	13	22	17	52	N/A*	24	22	25	71
Burngreave	10	4	6	20	Darnall	4	13	8	25
Southey	5	3	7	15	Burngreave	9	4	10	23
Town Moor	6	4	4	14	Central	2	7	9	18
Manor Castle	9	2	2	13	Southey	6	4	5	15
Arbourthorne	5	5	1	11	Walkley	10	3		13
Adwick	8	2	1	11	Firth Park	6	3	3	12
Darnall	2	6	2	10	Shiregreen and Brightside	6	1	3	10
Hatfield	3	3	1	7	Rotherham East	6	1	2	9
Boston Castle	5		2	7	Hoover	5		3	8
Walkley	4	2		6	Mexborough	5	3		8
Hoover	1	2	2	5	Boston Castle	3	3	1	7
Thorne	2	3		5	Arbourthorne	1	2	4	7
Sprotbrough		2	3	5	North East	2	2	3	7
Rotherham West	1	2	2	5	Manor Castle	1	4	2	7
Firth Park	3	1	1	5	Stairfoot	1	3	2	6
Dinnington	2	2		4	Dearne North	3	2	1	6
Dearne North	2	2		4	Askern Spa	4		1	5
Balby	1	1	2	4	Gleadless Valley	2		3	5
East Ecclesfield	1	2	1	4	Valley	2	3		5
Valley	3		1	4	Beauchief and Greenhill	4		1	5
Wombwell	1		3	4	Richmond	2	3		5
Rotherham East	1		3	4	Town Moor	2	1	1	4
Broomhill	3	1		4	Wickersley		2	1	3
Hillsborough	1	2	1	4	Stainforth and Moorends		2	1	3
Old Town	2		1	3	Kingstone		1	2	3
Bessacarr and Cantley		2	1	3	Wath	2	1		3
Shiregreen and Brightside	1		2	3	Brinsworth and Catcliffe	3			3
Finningley	1	2		3	Dearne South	1	2		3
North East		3		3	Conisbrough and Denaby		1	2	3
Gleadless Valley	2		1	3	Holderness	3			3
Richmond	1	1	1	3	Cudworth	1		2	3
Beauchief and Greenhill	3			3	Balby	2	1		3
St. Helens	3			3	Wombwell	1	1	1	3

Wheatley	0:53:38		0:10:32	1:04:10					
Dearne South		0:42:45	0:20:12	1:02:57					
Woodhouse	0:11:25		0:49:20	1:00:45					
Old Town	0:45:50		0:12:18	0:58:08					
Wath	0:19:40		0:35:23	0:55:03					
Beauchief and Greenhill	0:53:40			0:53:40					
Richmond	0:17:39	0:19:26	0:16:35	0:53:40					
Bessacarr and Cantley		0:23:03	0:29:26	0:52:29					
North East		0:50:53		0:50:53					
Armthorpe	0:43:34			0:43:34					
Askern Spa	0:00:00	0:41:51		0:41:51					
Torne Valley		0:40:34		0:40:34					
Cudworth		0:38:31		0:38:31					
Crookes	0:37:35			0:37:35					
Stairfoot		0:37:33		0:37:33					
Rotherham East	0:10:26		0:27:05	0:37:31					
Mexborough		0:09:16	0:23:55	0:33:11					
Maltby	0:13:25	0:19:13		0:32:38					
Edlington and Warmsworth	0:15:43		0:16:06	0:31:49					
Shiregreen and Brightside	0:09:55		0:21:32	0:31:27					
Graves Park	0:31:17			0:31:17					
Ecclesall	0:29:58			0:29:58					
Worsbrough	0:28:02			0:28:02					
Keppel		0:25:38		0:25:38					
Darfield		0:23:30		0:23:30					
Edenthorpe, Kirk Sandall and Barnby Dun		0:19:47		0:19:47					
Bentley	0:16:48			0:16:48					
Darton West	0:15:40			0:15:40					
Sitwell		0:15:13		0:15:13					
Brinsworth and Catcliffe	0:13:05			0:13:05					
Wickersley		0:12:33		0:12:33					
Wingfield			0:12:21	0:12:21					
Swinton			0:11:32	0:11:32					
Beighton	0:10:11			0:10:11					
Holderness	0:07:45			0:07:45					
Kingstone			0:04:02	0:04:02					
Total	50:07:56	45:06:18	44:15:35	139:29:49					