



## Northamptonshire Fire and Rescue Service

**Please ask for:** Service Information Team Leader  
**Tel:** 01604 797000  
**Our ref:**  
**Your ref:** N/A  
**Date:** 16 December 2019  
If you have any difficulty in obtaining the above telephone number please email [enquiries@northantsfire.gov.uk](mailto:enquiries@northantsfire.gov.uk).

### **Re: Request for information (our ref: NFRS2019-118-130)**

I am writing in response to your request for information under the Freedom of Information Act 2000, received 19 November 2019. Our response is provided below:

*Q1 I would like to know the number of hoax phone calls received by Northamptonshire Fire Service in 2018 and whether there are any predicted stats for 2019?*

Hoax phone calls are recorded in the category 'Fire Alarms Malicious'. This category does not just contain hoax phone calls but would also include calls from a call centre where there has been a malicious breaking of glass point. During 2018, Northamptonshire Fire and Rescue Service (NFRS) recorded 43 Fire Alarms Malicious incidents.

No predicted statistics were recorded for the 2019 period.

*Q2 As a result of these hoax calls, how much of Northamptonshire Fire Service's time and money is wasted?*

We do not record this information.

*Q3 Is it possible when looking at the above to show peak times in which hoax calls were made in 2018, and does this follow any patterns set in previous five years (2013-2017)?*

NFRS has not identified any specific trends other than more malicious calls tend to be recorded post 21:00 hours.

If I can be of any further assistance please do not hesitate to contact me quoting reference NFRS2019-118-130.

Yours sincerely

Service Information Team Leader

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If you are unhappy with the response, you can ask the Service to review it. To do this, please email [enquiries@northantsfire.gov.uk](mailto:enquiries@northantsfire.gov.uk) or alternatively write to the address below:

Service Information Manager  
Northamptonshire Fire and Rescue Service  
Moulton Logistics Centre  
Moulton Way  
Northampton  
NN3 6XJ

If our internal review does not resolve the issue to your complete satisfaction, you have the right to apply to the Information Commissioner for a decision at the following address:

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF