

**WRITTEN QUESTION TO THE MINISTER FOR JUSTICE AND HOME AFFAIRS
BY DEPUTY M.B. ANDREWS OF ST HELIER NORTH
QUESTION SUBMITTED ON MONDAY 22nd APRIL 2024
ANSWER TO BE TABLED ON MONDAY 29th APRIL 2024**

Question

“Will the Minister confirm the total number of call outs to the States of Jersey Ambulance Service over the last 5-year period and, of these, how many were hoax calls?”

Answer

In the last full 5-year period (2019-2023), the States of Jersey Ambulance Service (SoJAS) attended 53,578 calls. Within this period, 53 hoax calls were received, of which 12 were attended by at least one Ambulance crew (Table 1).

In Q1 of 2024, the States of Jersey Ambulance Service attended 2,869 calls. Within this period, there were 7 hoax calls received, of which 1 was attended by at least one Ambulance crew.

It is to be acknowledged that the number of hoax calls may be higher as there may be calls which could not be identified as ‘hoax’ by Controllers. It is also important to clarify that calls that are made in good faith, but do not require an emergency response are not recorded as hoax calls.

Year	Emergency Calls Attended	Hoax Calls Received	Hoax Calls Attended
2019	9,845	3	1
2020	9,880	9	5
2021	11,081	11	1
2022	11,667	13	4
2023	11,105	17	1
Q1 2024	2,869	7	1

Table 1: Emergency calls attended and hoax calls 2019-01-01 to 2024-03-31. Source: C3 Computer Aided Dispatch System (CAD).

To provide context, most NHS Ambulance Services do not frequently publish the number of hoax calls received. The South Western Ambulance Service NHS Foundation Trust (SWAST) has published an FOI with hoax call data for 2018 (and partial 2019). SWAST reported having received 861 hoax calls in 2018, from a total of 820,860 incidents with a face-to-face response (taken from A56 in AbmSYS Time Series published by NHS), giving a hoax call rate of 0.1%.

The number of incidents with a face-to-face response is the closest comparison to calls attended for SoJAS. Between 2019 and 2023, SoJAS received 53 hoax calls, from a total of 53,578 calls attended,

giving a hoax call rate of 0.1%. This is not a comprehensive comparison but infers the hoax call rate received by SoJAS is not too dissimilar to SWAST.

Sources

States of Jersey Ambulance Service Data taken from C3 Computer Aided Dispatch System (CAD). Hoax calls are identified where controllers have closed the call with a Call Stopped Reason of “Hoax Call” or “Cancelled - HOAX Identified before mobilisation”.

[Frequently asked FOI questions | SWAST Website Statistics » Ambulance Quality Indicators \(england.nhs.uk\)](#)