

Freedom of Information request reference number: 6375.1

Date of response: 14 March 2022

Request:

*The number of 999 calls you have attended each year for the last 5 years.
The amount of calls that ended up being time wasters or prank calls, each year for the last 5 years
The consequences for people making waste of time calls.
Any serious cases where time wasting calls have left you not able to attend a more serious one*

Response:

Please see my response to each of your queries in turn below:

The number of 999 calls you have attended each year for the last 5 years.

This information is published online. A full list of incidents attended by the LFB is published via the [London DataStore](https://data.london.gov.uk/dataset/london-fire-brigade-incident-records) and can be accessed via this link: <https://data.london.gov.uk/dataset/london-fire-brigade-incident-records>.

The amount of calls that ended up being time wasters or prank calls, each year for the last 5 years. The consequences for people making waste of time calls.

Bogus incidents attended

This information is published online. You can download the [LFB Incident data](#) spreadsheets, which are accessed via the [London DataStore incident records page](#). If you filter by G (*StopCodeDescription*), you can select all incidents recorded as '*False alarm – Malicious*'. These are calls that led to firefighters being sent to an incident which was recorded as '*False alarm – Malicious*', meaning someone has deliberately called in a bogus incident.

The notional cost of attending '*False alarm – Malicious*' incidents can be found in column AL of the [LFB Incident data](#) spreadsheets. This is based on a standard LFB notional charge rate (which differs per financial year but is currently of £352 per hour (per appliance)).

Hoax calls challenged by the LFB control room

The LFB publish information on our website in relation to calls taken and challenged by Control staff that didn't result in fire engines being dispatched. This can be accessed via the following link:

<https://www.london-fire.gov.uk/news/2020-news/march/challenging-nuisance-999-calls-saves-london-fire-brigade-800k/>

This article includes some information on the notional cost of the LFB not attending calls which have been challenged by LFB control room staff.

Any serious cases where time wasting calls have left you not able to attend a more serious one

To prevent this from happening, the LFB use a Dynamic Cover Tool (DCT) to support Control Room Managers to decide whether pumping and other appliances need to be temporarily relocated to other fire stations on days when the Brigade is very busy. The tool uses knowledge of risk in London and incident demand, attendance time performance, and incident in progress at the time, to offer suggestions for temporary (standby) moves for appliances to other stations. The DCT is an important decision aid for Control Room Supervisors and was developed on wider modelling work undertaken.

For more information on the DCT, please see - <https://www.orhltl.com/sector/control-rooms/>

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request [on our website](#).