Tyne and Wear Fire and Rescue Service
Creating the Safest Community

Malicious Calls
01/01/2021 to 31/03/2023

Data, Intelligence and Safety

Date: July 2023

Data and Information Audit	
Data compiled by:	M Woods
Checked by:	M Waddell
Data valid at:	11/07/2023 00:00:00
Approved for Publication	
Approved by:	RH
Date Approved by:	18/07/2023

Contents

1   Request

I am making a request under the Freedom of Information Act. I would like to know:

The number of cold/prank calls that took place in each month from January 2021 to May 2023.

The number of prank/cold calls from January 2021 to May 2023 that received a physical response or call out.

In terms of what I mean by a prank or cold call, I am referring to instances where calls were received about information not relevant to an emergency as well as instances where an emergency was reported but a full response found there was no incident.

2   Reply

2.1   Our definition of a cold/prank or hoax call would be a malicious call, which is classified in our Control Room mobilising system in three ways at time of call:-

Incomplete Call – Kiosk (calls from public telephone kiosks)
Incomplete Call – Mobile (calls from Mobile Phones)
Incomplete Call – CLI Available (calls from private landlines where an address is available)

2.2   The calls are classified as such so that we don't assume at time of call that the call is malicious, sometimes genuine callers drop out before speaking to an FRS operator so in these instances we record any information available from the BT operators, such as whether the caller say anything initially, were they male/female, child/adult, etc. so we can make a decision on whether to mobilise an appliance to investigate.

2.3   If we do speak to a potential malicious caller, we challenge them, i.e. ask them if they are telling the truth, reiterate the seriousness of making malicious calls, etc. then the incident would be classified on the system as 'suspected' or 'confirmed' malicious calls.

2.4   Table 1 in Section 3 below are the number of 'suspected' or 'confirmed' malicious calls where we did not mobilise any appliances.

2.5   We currently have an issue with our systems and call data is currently not available after 18th April 2023. Therefore I have supplied data up to the end of March 2023 to include full months only.

2.6   Information on calls attended is taken from Tyne and Wear Fire and Rescue Service (TWFRS) Incident Recording System (IRS).   An IRS incident record is completed by the Officer in Charge for every incident attended including false alarm (malicious) incidents.

2.7   Table 2 in Section 3 below are the number of False Alarm Malicious incidents attended which came into our Control Room as phone calls (excluding Fire Alarm activations).

3 Data

3.1 The table below shows the number of malicious/hoax calls which were challenged by our Control Room staff and were classed as suspected or confirmed malicious and therefore no appliances were despatched.

Table 1

Month	Total
Jan-21	6
Feb-21	0
Mar-21	2
Apr-21	4
May-21	2
Jun-21	1
Jul-21	2
Aug-21	4
Sep-21	4
Oct-21	2
Nov-21	7
Dec-21	1
Jan-22	3
Feb-22	5
Mar-22	4
Apr-22	1
May-22	8
Jun-22	5
Jul-22	5
Aug-22	5
Sep-22	2
Oct-22	0
Nov-22	0
Dec-22	3
Jan-23	2
Feb-23	1
Mar-23	1
Total	80

3.2 The table below shows the number of false alarm malicious calls where an appliance attended.

Table 2

Month	Total
Jan-21	5
Feb-21	5
Mar-21	6
Apr-21	4
May-21	7
Jun-21	3
Jul-21	6
Aug-21	6
Sep-21	4
Oct-21	6
Nov-21	5
Dec-21	6
Jan-22	5
Feb-22	7
Mar-22	6
Apr-22	7
May-22	7
Jun-22	6
Jul-22	8
Aug-22	2
Sep-22	2
Oct-22	3
Nov-22	9
Dec-22	2
Jan-23	4
Feb-23	12
Mar-23	4
Total	147