

Chief Constable
Chief Constable Robert Carden
Police Headquarters
Carleton Hall Penrith,
Cumbria
CA10 2AU



9th December 2024

Dear

FREEDOM OF INFORMATION REQUEST – FOI 1027/24 HOAX 999 CALLS RECEIVED

I refer to your request for information received by Cumbria Constabulary on 15th November 2024. I note you seek access to the following information:

I'd be grateful if you could provide the following data, in accordance with Freedom of Information guidelines:

- 1. How many hoax 999 calls were received by your force between 1st January 2019 – 30th June 2019*
- 2. How many hoax 999 calls were received by your force between 1st July 2019 – 31st December 2019*
- 3. How many hoax 999 calls were received by your force between 1st January 2020 – 30th June 2020*
- 4. How many hoax 999 calls were received by your force between 1st July 2020 – 31st December 2020*
- 5. How many hoax 999 calls were received by your force between 1st January 2021 – 30th June 2021*
- 6. How many hoax 999 calls were received by your force between 1st July 2021 – 31st December 2021*
- 7. How many hoax 999 calls were received by your force between 1st January 2022 – 31st December 2022*
- 8. How many hoax 999 calls were received by your force between 1st July 2022 – 31st December 2022*
- 9. How many hoax 999 calls were received by your force between 1st January 2023 – 30th June 2023*
- 10. How many hoax 999 calls were received by your force between 1st July 2023 – 31st December 2023*
- 11. How many hoax 999 calls were received by your force between 1st January 2024 – 30th June 2024*

Your request for information has now been considered and I can confirm Cumbria Constabulary does hold information relevant to your request and I have today decided to disclose this to you.



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The information provided in the below table has been extracted from records held on the Constabulary's Incident Recording system and relates to incidents classified as 'Hoax Call to Emergency Services', where the call received by the Constabulary was made via the 999 emergency number. Please note the information provided may include "dropped 999 calls", where a call was made unintentionally, including cases described in an article published by the BBC, in June 2023, [Police warn Android phone users over 999 call feature - BBC News](#)

Please note, in question 7 you asked for information for the whole of 2022, however, I have assumed this is perhaps an inadvertent error, and you intended to request data for the period 1st January to 30th June 2022, which would be in keeping with the time periods specified in other parts of your request. Therefore, for question 7, data has been provided for the period 1st January to 30th June 2022, but if intended to request the data for the whole of 2022, this information can be obtained by adding the responses for questions 7 and 8.

Data Range	Incidents Recorded as Hoax Call to Emergency Services (999)
1. 1 st January 2019 – 30 th June 2019	74
2. 1 st July 2019 – 31 st December 2019	107
3. 1 st January 2020 – 30 th June 2020	83
4. 1 st July 2020 – 31 st December 2020	86
5. 1 st January 2021 – 30 th June 2021	59
6. 1 st July 2021 – 31 st December 2021	78
7. 1 st January 2022 – 30 th June 2022	79
8. 1 st July 2022 – 31 st December 2022	90
9. 1 st January 2023 – 30 th June 2023	110
10. 1 st July 2023 – 31 st December 2023	122
11. 1 st January 2024 – 30 th June 2024	151

Whilst every care has been taken in the retrieval of the information provided, please do not hesitate to contact us for clarification, if you do have any issues or queries relating to this data.

Complaint Rights

Your attention is drawn to the attached sheet, which details your right of complaint.

I would like to take this opportunity to thank you for your interest in Cumbria Constabulary.



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