



22 February 2022

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-1993-22

Subject: Calls to 8-10 Lake Glen Avenue, Belfast since 1 April 2014

Request: **Date Received:** 10/01/2022
 Date of Monitoring: 11/01/2022
 Date of Response: 22/02/2022

Thank you for your request for information received on 10 January 2022 which was dealt with under the terms of the Freedom of Information Act 2000. The Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested in relation to the below question and would respond as follows.

Question 1

The number of times an ambulance has attended 8-10 Lake Glen Avenue, Belfast, BT11 8FE for each year since April 2014.

Answer 1

The data analytics department have run a search of all emergency 999 calls answered via the Trust's Command and Control system and based solely on a resource arriving at scene for the period April 2014 to February 2021, a total of 161 emergency calls were answered which resulted in NIAS attending the above location.

The figure of 161 has been broken down by year:

Year	Calls to address
2014	18
2015	35
2016	16
2017	36
2018	27
2019	17
2020	10
2021	2
Total Calls	161



I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to the Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Website: ni@ico.org.uk

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF

Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <http://www.niamb.co.uk>.

Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

**Information Governance
Department**

