



11 July 2025

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 33637-24
Subject: Quality of Ambulances – Breakdown etc
Date Received: 29/09/2024

Thank you for your request for information received on 29th September 2024 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below. The Trust would apologise for the delay in the provision of a response.

FOI QUESTION(S)	ANSWER(S)
For the period starting 1 January 2023 up until the date of submission, can you please provide me with:	
All complaints made by anyone who works on board an ambulance about the quality of the ambulance or difficulties operating the ambulance?	There have been no complaints received through the complaints process by anyone who works on board an ambulance about the quality of the ambulance or difficulties operating the ambulance.
For these complaints, can you state the make and model of the ambulance?	N/A based on response to questions 1 above.
Can you also tell me how many breakdowns there have been of any vehicles (not just ambulances) used by the ambulance service in the stated timescale?	The Trust would confirm that it holds aspects of the information you have requested, however, Section 12 of the FOI Act provides an exemption from a public authority's obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit. It is currently estimated that to locate, extract and collate the information requested from multiple systems would take more than 150 hours. Therefore the Trust is not required to provide a response to this element of your request.
Can you specify which make and model of vehicles were breaking down?	
If it was possible to list these breakdowns by month, that would also be my preference.	

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:

Email: ni@ico.org.uk
Website: [ICO Website](#)
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 @ <https://nias.hscni.net> 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 Team