



18 June 2025

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 31413-24

Subject: Information Request in Relation to NIAS Operations in the Fermanagh Area

Date Received: 13/08/2024

Date of Monitoring: 14/08/2024

Thank you for your request for information received on 13th August 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.

<p>Incident logs or reports for all ambulance call-outs in the Fermanagh area during this period, particularly highlighting any issues with incident coverage, delays, or problems in dispatching.</p>	<p>Please see attached document entitled FOI 31413 – Summary.</p> <p>Please note that more than one vehicle can attend an incident and therefore number of responses is higher than number of calls.</p>
<p>Records of response times for incidents occurring in the Fermanagh area over the past 12 months, including any records of delays in reaching the scene.</p>	<p>Please see attached document entitled FOI 31413 – Summary.</p>
<p>Crew deployment records showing how ambulance crews were allocated to incidents in the Fermanagh area, with particular attention to any instances where there were difficulties in covering incidents.</p>	<p>Please see attached document entitled FOI 31413 – Summary.</p>
<p>Call logs or dispatch logs for emergency calls in the Fermanagh area over the past 12 months, including details on the handling of calls and any issues that arose in dispatching ambulances.</p>	<p>Call and dispatch logs contain patient identifiable information. The Trust have exempted the release of this information under section 40 Personal Information – (3A) (a) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act-</p>



	(a) Would contravene any of the data protection principles
Additionally, for each month, please specify how many times the full complement of crews was not available during a 24-hour period.	Please see attached document entitled 31413-24_Table1 which provides details the number of occasions that full cover was not achieved across a 24-hour period at a Divisional level. This reflects all six stations in West Division ie Altnagelvin, Limavady, Strabane, Castlederg, Omagh, Enniskillen. Resources from all these Stations would service the Fermanagh area.

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](http://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 @ <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