



29 September 2025

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 42938-25
Subject: 999 call operators training
Date Received: 03/07/2025

Thank you for your request for information received on 3rd July 2025 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.

FOI QUESTION(S)	ANSWER(S)
<p>A copy of the current training guides, manuals, or any other instructional materials provided to your 999 emergency call handlers concerning the use of Emergency Location Services (ELS), which may also be referred to as Advanced Mobile Location (AML).</p>	<p><u>Refusal Notice – Answer Section 24 – National Security</u></p> <p>I can confirm that NIAS holds the information relevant to your request for 999 training guides. However, this information is exempt under Section 24 (1) (National Security) of the Freedom of Information Act. With Section 24 being a prejudice based qualified exemption there is a requirement to articulate the harm that would be caused in confirming or not whether the information is held as well as considering the public interest.</p> <p>In determining whether or not the public interest in withholding information outweighs the public interest disclosing information, NIAS considered the factors favouring disclosure and the factors against disclosure. The application of the Public Interest Test is set out below.</p>
<p>This request includes any documentation that details the process for call handlers to access, interpret, and utilise the automated GPS location data that is sent from mobile phones making a 999 call.</p>	
<p>Exemption claimed in respect of Section 24 – National Security</p>	
<p>Considerations in Favour of Disclosing</p>	<p>Considerations in Favour of Not Disclosing</p>
<ul style="list-style-type: none"> - Openness and transparency regarding the use of public monies and how NIAS protects its IT network capabilities and trains its 999 call handlers. To confirm what processes we use would enable the general public to hold NIAS to account ensuring all such breaches are recorded and investigated appropriately. 	<ul style="list-style-type: none"> - Extreme prejudice to the NIAS operations which would be caused by any malicious action taken against the NIAS IT systems if the information is provided on monitoring of web filtering - It could identify vulnerable computer systems thus allowing someone to compromise our systems, website and potentially allow access to personal data



	<ul style="list-style-type: none">- Disclosure of the information has to be access as disclosure to the wider public and not just to you for personal use- Prejudice to the public of Northern Ireland which could result from this i.e. failure to deliver emergency service- Impact on public trust and security.
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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.

If you require an internal review to be undertaken, please request this via the email address: information.governance@nias.hscni.net

Or submit via

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, 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)

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