



FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-2016-69
Key Word: Abusive Calls
Subject: Emergency Ambulance Control
Request: **Date Received:** 03/06/2016
Monitoring Date: 06/06/2016
Date of Response: 23/06/2016

Thank you for your request for information received on 20 April 2016 and which was dealt with under the terms of the Freedom of Information Act 2000. We would also inform you that Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and which is detailed below.

Question 1

How many abusive calls have control room staff reported in each of the past three years (2016-15, 2015-14, 2014-13)?

Answer 1

Based on returns of Untoward Incident reports from Emergency Ambulance Control staff, abusive calls identified as follows:

<u>Year</u>	<u>Number of Calls</u>
01/04/2015 to 31/03/2016	3
01/04/2014 to 31/03/2015	2
01/04/2013 to 31/03/2014	0

Please note, for reporting purposes, there is no set definition for what is abusive; every individual has their own limits, and it is up to each member of staff to decide when someone reaches that limit either because the caller is:

- Shouting;
- Using an aggressive tone;
- Calling you unpleasant names;
- Using bad language; or
- Threatening.

Question 2

How many of these reports have culminated in police convictions?

Answer 2

The Trust does not hold information in relation to abusive calls that have culminated in police convictions. It is noted for one record held that the Police Service of Northern Ireland were contacted but no outcome is noted.



Question 3

Can you provide specific examples of what was said in some of the more abusive calls during this period?

Answer 3

Specific Examples:

- Male caller rang 999, as I was following my protocols the caller became verbally abusive calling me a “f**king wanker” and “f**king dickhead” and stating “For f**k sake, send the f**king ambulance and stop asking so many stupid questions;
- Male caller extremely abusive to Emergency Medical Dispatcher on phone – he was called “f**king wanker” and “f**king arsehole”;
- “Paki bastard”

Please further note that potentially under-reporting will be evident. As previously advised, every individual has their own limits, and it is up to each member of staff to decide when someone reaches that limit, however, as it is a pre-hospital call-taking role members of the public making 999 calls can become more distressed, shout etc due to presenting condition of the patient or loved ones and staff take may take this into consideration.

I hope that 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.

In the event that you require a review to be undertaken, you can do so by writing to the Finance and ICT Director, 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

Alison Vitty

Alison Vitty (Miss)
CORPORATE MANAGER