



FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-2016-147
Key Word: North Down and Ards Supercouncil
Subject: Shifts/Resource Activity

Request: **Date Received:** 27/10/2016
 Monitoring Date: 28/10/2016
 Date of Response: 22/11/2016

Thank you for your request for information received on 27 October 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 and attached for your attention.

Question 1

Could the Ambulance Service provide the breakdown of the number of times, from 1st January 2016 to 30th September, that ambulances from the Bangor and Newtownards stations were sent to 999 calls within the Ards and North Down area during the night shifts (20.00-08.00hrs).

Question 2

Could the Ambulance Service also provide me with the 10 longest response times from 1st January 2016 to 30th September 2016 from the time a 999 call was made to the arrival of an NIAS emergency ambulance capable of transporting a patient to hospital from within the Ards and North Down area, regardless of the grading of the call.

Answer 1 and 2

Please refer to attachment labelled FOI-147_16 which contains the data requested in relation to Question 1 and 2 above. Please be advised that for the 10 longest response times re: Question 2 the data provided is based on Cat A, B and C emergencies only. It does not relate to Healthcare Professional Calls or routine calls.

I hope the above and attached 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