



Ref: 0708

Request:

Received: 05/07/2010

Dear Fol Officer

I understand that the Trust keeps a high risk register which logs addresses where ambulance crews are at risk of violence such as verbal or physical abuse, weapons present etc.

I would like to receive the following information about these locations under the FOI Act:

1. Please disclose the number of addresses currently on the high risk register that your Trust holds as posing a risk to attending staff if called, broken down by:

- a) the area patrolled by the Trust. Please narrow this down to the smallest geographical area possible.
- b) type of risk (including but not limited to verbal or physical abuse, weapons present etc)

I would like to receive the information in Excel format

I would be grateful if you would acknowledge receipt of this email.

Many thanks

Regards



Response:

Responded: 21/07/2010

Dear

Thank you for your request for information, placed under the Freedom of Information Act (2000) (FOIA).

Please see attachment which details current entries by ambulance station complex, all of whom have a responsibility in terms of being aligned to a local authority and Primary Care Trust area.

I regret that the way the information is recorded on our systems means that we would need to examine each individual record. I estimate that the time which would be taken in determining this information, i.e., locating and retrieving the material containing that information and extracting any relevant information, would take more than 18 hours (the 'appropriate limit' as defined by the FOIA). Accordingly, relying on Section 12 of the Act, this element of your request for access under the FOIA is refused by the Trust.

As you will be aware, we undertook an exercise to review our policy and practice in relation to high risk addresses. I am delighted to advise that the new policy has been formerly adopted and embraces a care plan approach. A copy of this policy will be available on our website at our publication scheme within the next week or so.

I do hope this information will be of assistance but you are welcome to contact our Communications Department, Tel: 020 7921 5113, Email Communications@lond-amb.nhs.uk - if you would like to discuss this issue in more detail.

In closing, you will appreciate that I am obliged to advise you that if you not satisfied with this response you have a right to complain to the Trust and should set out your concerns to Mr Peter Suter, Director of Information Management & Technology, London Ambulance Service NHS Trust, 220 Waterloo Road, London SE1 8SD. If you then still remain dissatisfied, you have a right under Section 50 of the FOIA to seek a determination from the Information Commissioner on whether the Act has been properly applied by the Trust. Further information is available at www.ico.gov.uk

Yours sincerely

Gary Bassett
Head of Patient Experiences
London Ambulance Service NHS Trust



Attachment

WEST		EAST		SOUTH	
Isleworth	107	Islington	37	Barnhurst	71
Hanwell	114	City and Hackney	82	Greenwich	60
Hillingdon	33	Tower Hamlets	56	Bromley	62
Fulham	61	Newham	40	Croydon	72
Brent	66	Chase Farm	9	St helier	96
Pinner	65	Edmonton	31	Wimbledon	35
Friern Barnet	54	Whipps Cross	57	New Malden	64
Camden	37	Romford	103	Deptford	28
Total	537	Total	415	Waterloo	35
				Oval	46
				Total	569