



**Scottish
Ambulance
Service**
Taking Care to the Patient



Chair Tom Steele
Chief Executive Pauline Howie OBE

Our ref: FOI/315/18

14 November 2018

Dear Mr Minto,

FREEDOM OF INFORMATION REQUEST

Thank you for your email of 10 November 2018 requesting information under the Freedom of Information (Scotland) Act 2002 which has now been processed.

Detail

You asked for the following information:-

1. How many Subject Access Requests (SAR) were received from 1st April 2016 to 31st March 2017?
2. How many Subject Access Requests (SAR) were received from 1st April 2017 to 31st March 2018?
3. How many Freedom of Information requests were received from 1st April 2016 to 31st March 2017?
4. How many Freedom of Information requests were received from 1st April 2017 to 31st March 2018?
5. What database or systems do you use to log and manage Freedom of Information Requests and Subject Access Requests?

Response

1. *How many Subject Access Requests (SAR) were received from 1st April 2016 to 31st March 2017?*

We received 368 Subject Access requests in 2016/17

2. *How many Subject Access Requests (SAR) were received from 1st April 2017 to 31st March 2018?*

We received 574 Subject access Requests in 2017/18

3. *How many Freedom of Information requests were received from 1st April 2016 to 31st March 2017?*

We received 216 FOI requests in 2016/17

4. *How many Freedom of Information requests were received from 1st April 2017 to 31st March 2018?*

We received 360 FOI requests in 2017/18

5. *What database or systems do you use to log and manage Freedom of Information Requests and Subject Access Requests?*

The Scottish Ambulance Service uses a bespoke system called ViewPoint.

Review Procedure

If you are dissatisfied with the way in which I have dealt with your request, you are entitled to require a review of this decision. Should you decide to request a review you must:

Apply for a review of our decision in writing within 40 working days of the date of this notice and include:

- An address for further correspondence
- A description of the original request and
- The reason(s) why you are dissatisfied with our decision.

You should address your request for a review of decision to:

Mark Hannan
Head of Corporate Affairs and Engagement
Scottish Ambulance Service
National Headquarters,
Gyle Square,
1 South Gyle Crescent,
Edinburgh, EH12 9EB
0131 314 0000
E-mail: mark.hannan3@nhs.net

The requests for a review would be passed to another manager who was not involved in the original decision to assess the application.

Following the review you would receive notice of the result as soon as possible but in any case within 20 working days of us receiving it. Our response would explain the decision of the reviewer as well as details of how to appeal to the Office of the Scottish Information Commissioner if you remain dissatisfied with the review decision reached by us.

If you wish to appeal to the Scottish Information Commissioner you may do so at the details below:

Office of the Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
KY16 9DS

Telephone: 01334 464610

e-mail: enquiries@itspublicknowledge.info

You can also make your appeal online via the Commissioner's website at www.itspublicknowledge.info/Appeal. This link gives you help in real time explaining exactly what is needed so the Commissioner can investigate your case quickly.

Yours sincerely,

Corporate Affairs and Engagement