



Ref: FOI/2095

05 January 2017

Ambulance Service Headquarters

Waterfront Business Park

Waterfront Way

Brierley Hill

DY5 1LX

Tel: 01384 215555

Website: www.wmas.nhs.uk

request-374334-b9a9b041@whatdotheyknow.com

Dear Mr Bharat

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

Further to your enquiry, which we received in full on 16 December 2016, you requested the following information:

I am making a request regarding the number of 999 calls your department has received on New Year's Eve between 31/12/1999 to 31/12/2015. if it is easier to collect the information from 2005 that is still sufficient.

We sought clarification to your request and advised;

West Midlands Ambulance Service was not created until July 2006 with the merger of Staffordshire Ambulance in October 2007, therefore, we do not have any data available before 1/10/2007, so December that year is the earliest for which we can provide comparative data - could you please confirm if this is sufficient for your request?

If so, we can confirm that the majority of our "New Year" activity calls are received in the early hours of New Year's Day (NYD) (typically rising from approx. 9pm New Years Eve (NYE) & dropping back to more normal levels by around 4am NYD), therefore, could you please confirm if you still require calls for NYE only?

To which you advised;

The date starting from 2007 ending in 2015 is sufficient as is the number of calls made between early New Year's Eve and early on New Year's Day

Response

Please see the table on page 2. The data provided is an emergency call count between 21:00 New Years Eve and 03:59:59 New Year's Day.

Emergency Calls received over the New Years Period between 2007 - 2015

New Year's Eve	New Year's Day	Emergency Call Count
31/12/2007	01/01/2008	1,636
31/12/2008	01/01/2009	1,572
31/12/2009	01/01/2010	1,739
31/12/2010	01/01/2011	1,683
31/12/2011	01/01/2012	1,475
31/12/2012	01/01/2013	1,589
31/12/2013	01/01/2014	1,540
31/12/2014	01/01/2015	1,325
31/12/2015	01/01/2016	1,494

We hope that this answers your request. If you are dissatisfied with our response you have the right to appeal in line with guidance from the Information Commissioner:

In the first instance you may write to the Chief Executive Officer of this Trust

- Mr A C Marsh
Regional Headquarters
Millennium Point
Waterfront Way
Brierley Hill
West Midlands
DY5 1LX
Tel: 01384 215555

The Chief Executive Officer will then appoint a nominated deputy to oversee and respond to the appeal with their approval.

If you are unhappy with the findings of the Panel you can then write to the Information Commissioner at:

- Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire.
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510

If you require further clarification, please do not hesitate to contact us.

Yours sincerely



Lynsey Kumari
Freedom of Information Officer