



Ref: FOI/2228

24 May 2017

request-400035-d60454a6@whatdotheyknow.com

Ambulance Service Headquarters

Waterfront Business Park
Waterfront Way
Brierley Hill
DY5 1LX

Tel: 01384 215555
Website: www.wmas.nhs.uk

Dear Ms Latham

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

Further to your enquiry, which we received on 10 April 2017, you requested the following information:

- 1) ***Number of Activations by Scheme / Callsign for Community First Responders in your region. Please include a description if listed by callsign so it is clear the area the CFR responds in.***
- 2) ***The percentage of CFR activations where a CFR arrived before a trust mobilised resource, i.e a DCA or RRV.***
- 3) ***The percentage of CFR activations where a CFR has been directly responsible for meeting the response time target for a call type. i.e a Red1 call where a CFR arrived within 8 minutes but was not backed up by a trust resource within 8 minutes.***
- 4) ***The number of calls where the CFR was the closest resource to an incident but not activated.***
- 5) ***The average distance travelled for a CFR attending an incident, listed by county.***

On 24 April 2017, we sought clarification to your request and advised the following;

Further to our below request for clarification, we have had another look at your request and we feel the information you have requested would be very time consuming to provide therefore, could we please suggest maybe a 6 month period for the time frame for us to stay within the time limit that is set out within section 12 of the Freedom of Information Act?

Also, unfortunately, we are unable to provide any information around call categorisation (i.e. red 1/red e) after May 2016 as from June 2016, the Trust has been involved in the National Ambulance Response Programme trial. For further information on this trial, please use the following link;

<https://www.england.nhs.uk/ourwork/qual-clin-lead/arp/>

On 26 April 2017, you confirmed;

1/1/16 - 1/5/16 (This can be based on information pre ARP)

1/1/17 - 26/4/17 (Same questions however post ARP)

This way the figures and data collection changes will be separated.

Response

Please see the attached spreadsheet.

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