



**Scottish  
Ambulance  
Service**

University National NHS Board



# Freedom of Information Request

**23<sup>rd</sup> October 2024**

## Question

- How many disability discrimination complaints have been submitted with any mention of an Assistance Dog? How many of these were raised by patients compared to staff?
- Has there ever been a disability discrimination claim with any mention of Assistance Dogs brought against any members of senior management? How was this resolved?
- How many claims were settled versus going to hearing?
- How much has this cost the Trust per year since 2010?
- Do you have an Assistance Dog Policy in place within the Trust, if so who has this been reviewed and approved by?

## Answer

Public authorities are not required to create information in order to answer a request. There's a distinction between creating new information, and compiling information. Where a request can be answered by compiling information from readily available resources held by the public authority, this is not the same as creating new information. However, if collation of the information would require skill and complex judgement, the information is not held.

I have concluded that, in the case of data about discrimination against assistance dogs we are unable to produce this information without complex skill and judgement. This is because, although we hold complaints or disciplinary information, we do not hold incidents against a category of "assistance dogs". To produce this information, we would be required to look at each complaint or disciplinary from 2010 and apply complex judgement.

It is for this reason that we have applied the exemption Section 17 of the Freedom of Information Scotland Act 2002 as information not held.

Please see the attached document detailing the approved guidance utilised by staff outlining the transportation of Assistance Dogs.