



**Scottish  
Ambulance  
Service**

University National NHS Board



# Freedom of Information Request

**16<sup>th</sup> September 2024**

## Question

Please could you tell me how many call outs you received in the past 12 months to Glentress? And, how many call outs you received in the 12 months prior to that? As an indication of more serious injuries, I am also interested in those where a helicopter was required. Please could you tell me how many incidents you have called a helicopter to attend at Glentress in the last 12 months, and also in the previous 12 months? If local crews have any perspective on whether there has been a change in the type or frequency of call outs to Glentress - or any of the Tweed Valley mountain bike destinations - that would be appreciated.

## 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.

In the case of data about specific locations we are unable to produce this information without complex skill and judgement. This is because, although we hold information about incidents at specific locations we would only report these at a postcode level in order to ensure incidents do not become identifiable, to report this at an individual address level we would be required to apply complex judgement. The reason for this is that there are multiple addresses within a postcode, there is also the potential for an incident to occur outside a premise and therefore not be attributed to a specific address.

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.