



**Scottish  
Ambulance  
Service**

University National NHS Board



# Freedom of Information Request

**1<sup>st</sup> November 2024**

## Question

Can you tell me the number of call outs in Shetland that the Lerwick ambulance team has attended in each of the last five years, broken down by year if possible? Could you also tell me the number of call outs in Shetland that the Scottish Ambulance Service has tasked the Sumburgh coastguard rescue helicopter to attend in each of the last five years, broken down by year if possible?

## Answer

Please see the table below detailing the number of calls allocated to a Lerwick resource and how many were attended by a Lerwick resource:

Call Started Financial Year	No of Allocations*	Attended Incidents
2019 - 2020	1288	1147
2020 - 2021	1503	1341
2021 - 2022	1459	1334
2022 - 2023	1502	1336
2023 - 2024	1371	1227

\*This is incidents where a Lerwick resource was allocated and was stood down before attending.

The information held on the Scottish Ambulance service systems can identify when a Coastguard resource has been tasked, however, to determine which Coastguard resource was tasked – Inverness, Stornoway or Prestwick – would require us to review each call and apply complex skill and judgement.

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.

This information can be requested from The Maritime & Coastguard Agency - <https://www.gov.uk/government/organisations/maritime-and-coastguard-agency#:~:text=complaints%2Dprocedure.-,Make%20an%20FOI%20request,-Read%20about%20the>

[Search and rescue helicopter statistics - GOV.UK](#)