



**Scottish  
Ambulance  
Service**

University National NHS Board



# Freedom of Information Request

**5<sup>th</sup> June 2024**

## Question

Is there data available on the number of ambulance trips that pass through our street (East Norton Place EH7 5DR) compared to other streets in the city? Can you provide statistics on ambulance traffic for our street over the past year, including the time of day and frequency of siren usage? What are the criteria used to determine these routes, and how often are they reviewed or updated (ie any consideration for those streets who have to endure high volume of ambulances)? Is there a possibility to review or alter the designated ambulance routes to minimise the impact of siren noise on residential areas like ours? Please provide detailed information, including any relevant documents, traffic studies, or policies related to the routing and frequency of ambulance traffic in our area.

## Answer

The Scottish Ambulance Service has applied section 17 to your request. This exemption applies if the organisation does not hold the information and would be required to create new information to answer a request.

It may be useful to note that as part of this application of this exemption, I have considered the following guidance issued by the Scottish Information Commissioner:

*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.*

To explain further, the Service holds information on incidents to the EH7 5DR postcode but this would not factor in any ambulances that pass through the area on their way to or from other incidents. To identify, collate and provide the information requested, would require analysis of each call; this would require complex skill and judgement of multi-disciplinary teams across the Service.

Ambulance routes are not regulated or recorded within the Scottish Ambulance Service. Staff use their local knowledge and the appropriate satellite technology to choose the most suitable routes depending on the time of day, prevailing traffic and weather conditions. The use of emergency warning systems is a personal exemption claimed by the driver in accordance with road traffic regulations. This includes the exemption on the use of noise during the 11pm – 7am restrictions placed on other drivers.



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Scottish Ambulance Service drivers are advised of the need to be courteous and considerate when using their siren during training but we have no way to record when they have or haven't used their sirens.

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