

## Freedom of Information Act 2000 (FOIA)

### Decision notice

**Date:** 30 March 2017

**Public Authority:** West Midlands Ambulance Service (WMAS)

**Address:** Ambulance Service Headquarters  
Waterfront Business Park  
Waterfront Way  
Brierley Hill  
DY5 1 LX

#### Decision (including any steps ordered)

---

1. The complainant has requested information relating to the Ilmington Defibrillator Group being temporarily taken off WMAS Computer Aided Dispatch (CAD) system. WMAS confirmed that the requested information was not held under section 1(1)(a) FOIA.
2. The Commissioner considers that WMAS was correct to confirm that it does not hold the requested information under section 1(1)(a) of the FOIA.
3. The Commissioner requires no steps to be taken.

#### Request and response

---

4. On 29 November 2016 the complainant requested information of the following description:

We are conducting an annual assessment with [named individual] and a query arose as to:

1. What was the exact date (around about October 2015) the Ilmington Defibrillator Group was temporarily taken off WMAS CAD system?
2. Could we have a copy of the Email correspondence that [named individual] received from Ambulance Control informing her that the Ilmington Defibrillator Group had been taken off the WMAS CAD system?

5. On 21 December 2016 WMAS responded. It said that it did not have a request to temporarily remove the Group from the system.
6. The complainant requested an internal review. WMAS sent the outcome of its internal review on 3 February 2017. It upheld its original position that no information was held.

### **Scope of the case**

---

7. The complainant contacted the Commissioner on 3 February 2017 to complain about the way his request for information had been handled.
8. The Commissioner confirmed with the complainant that her investigation would look at whether WMAS was correct when it said that it does not hold the requested information.

### **Reasons for decision**

---

9. Section 1(1)(a) of FOIA states that, "Any person making a request for information to a public authority is entitled – to be informed in writing by the public authority whether it holds information of the description specified in the request".
10. WMAS confirmed that it searched the email account of the individual named in the request and the CAD admin mailbox (which would be used by staff processing such a request involving the CAD system). It confirmed that these searches did not return any information relating to removing the Ilmington Group from the CAD system around October 2015.
11. It confirmed that it did identify an email which [named individual] received to advise of an issue around the scheme booking on to the CAD system during this time. However, this was not due to the scheme being removed, but due to the pins they were advised to use when calling control to book themselves as available. It therefore confirmed that this fell outside the scope of the request. It did however advise the complainant of this.
12. Based upon WMAS's submissions that the Ilmington Defibrillator Group had not been taken off the WMAS CAD system and that it therefore did not hold any information relating to removing it, the Commissioner is satisfied that on the balance of probabilities, this information is not held by WMAS under section 1(1)(a) FOIA.

## Right of appeal

---

13. Either party has the right to appeal against this decision notice to the First-tier Tribunal (Information Rights). Information about the appeals process may be obtained from: First-tier Tribunal (Information Rights)

GRC & GRP Tribunals,  
PO Box 9300,  
LEICESTER,  
LE1 8DJ

Tel: 0300 1234504

Fax: 0870 739 5836

Email: [GRC@hmcts.gsi.gov.uk](mailto:GRC@hmcts.gsi.gov.uk)

Website: [www.justice.gov.uk/tribunals/general-regulatory-chamber](http://www.justice.gov.uk/tribunals/general-regulatory-chamber)

14. If you wish to appeal against a decision notice, you can obtain information on how to appeal along with the relevant forms from the Information Tribunal website.
15. Any Notice of Appeal should be served on the Tribunal within 28 (calendar) days of the date on which this decision notice is sent.

**Signed** .....

**Gemma Garvey**  
**Senior Case Officer**

**Information Commissioner's Office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow**  
**Cheshire**  
**SK9 5AF**