



Your Contact: Trish Mills
Our Ref: 14824

31 July 2024

Dear,

Request for information under the Freedom of Information Act 2000.

Thank you for your request which was received on 4 July 2024.

For ease of reference your request is set out below.

The number of callouts for your service to Amazon Fulfilment Centres at the following addresses: 1) Amazon UK CWL1, Ffordd Amazon, Skewen, Swansea SA1 8QX

I would appreciate it if the information was broken down by year covering 2019-2023 inclusive (ideally by calendar year, but if not financial year from 2019-2020 to 2023-2024 would be acceptable). I would also like any breakdown that could be provided for the reason for the callout and the category rating the callout was given. I also understand that full addresses may not be listed for each location so if possible including any and all callouts to postcodes that match those above would be appreciated.

Please note the caveats listed below.

- The data is correct at the time of publication
- Dates Covered between 1st January 2023 to 31st December 2023 (inclusive) (inclusive)
- The data extract includes all verified 999 incidents. A verified 999 incident is a call made to the Welsh Ambulance Service that hasn't been closed as 'Duplicate Call', 'Passed to Other Control', 'Information Only', 'Test Call' or 'Entered in Error'.
- The data extract is for incidents where an Emergency Ambulance vehicle attended the scene.
- More than one vehicle will often respond to an incident. This data contains incident counts, not response counts

- The information is based on a wild card search on a manually entered text string. Therefore, we can't account for every eventuality of spelling errors and varying descriptions. Therefore, there is a high risk that this data has accuracy, completeness and validity issues.

Further to the information shared with you on 8 July (attached again for ease) which covers information up to 2022, please see the information for 2023.

Nature of Incident (dispatch)	2023	Not Conveyed to Hospital	1
Chest Pain	2	Conveyed to Hospital	3
Traffic/Transport Accident	1	TOTAL	4
Unconscious/Fainting (near)	1		
TOTAL	4		

If you would like any further information, or if you would like to discuss the response in order to gain a better understanding of the data being presented, please do not hesitate to contact me by email FOI.amb@wales.nhs.uk.

Under the Freedom of Information Act, I am required to inform you that if you are not satisfied with this response, you have the right to appeal in writing to the Trust at the above address or by emailing me at the address above.

I would advise you that if you remain dissatisfied with the way in which your request has been handled, you have the right to complain to the Information Commissioner who can be contacted at the Information Commissioner's Office, 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone 02920 678400.

Yours sincerely

C Jones

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Trish Mills

Director of Corporate Governance/Board Secretary