

Freedom of Information Act 2000 (FOIA) Decision notice

Date: 19 December 2024

Public Authority: London Ambulance Service NHS Trust

Address: 220 Waterloo Road
London
SE1 8SD

Request:

The complainant requested the following information from London Ambulance Service NHS Trust on 15 September 2024:

"During August 2024, the principal road through West Drayton was severely disrupted by roadworks in connection with the delivery of a new electricity supply from a substation in Tavistock Road, Yiewsley to Rowley's Place just off Harmondsworth Road. There were two sets of traffic lights for much of the month as the council had agreed to two worksites being in operation at the same time, and then led to a number of situations where the roads in West Drayton being totally gridlocked as the tailback from one set of lights was preventing traffic moving through the second set of lights in the opposite direction.

On August 30th, between 1 and 2 pm, gridlock again took place in West Drayton and among the vehicles caught up in the chaos was a LAS emergency ambulance travelling southbound, presumably from Hillingdon Hospital to a very sick or dying resident in West Drayton. Your vehicle had its blue lights flashing but was unable to carve a path along Station Road due to northbound vehicles blocking its path.

I have drawn this very dangerous situation to the attention of the Leader of Hillingdon Council and his deputy, Councillor Jonathan Bianco, has just advised me that the LAS was involved throughout in this set of roadworks and that, in consequence, your controllers should have realised that sending an ambulance via the normally quickest route through West Drayton was unsafe and that this particular

ambulance should have been diverted via the A408 bypass to avoid being caught up and delayed in the gridlock. I hope that your controllers were able on this occasion to send out a second emergency ambulance so that the patient was able to receive treatment in a timely manner.

My request, therefore, is for the written advice the LAS received from the London Borough of Hillingdon regarding these roadworks and its suggestion to use alternative routes other Station Road at busy times during the month of August, with the usual redactions of the contact detail of non-public facing employees in both the LBH and the LAS."

Commissioner's Decision:

A public authority will breach section 10 of FOIA if it fails to respond to a request within 20 working days. Based on evidence available to the Commissioner, by the date of this notice the public authority has not issued a substantive response to this request. Therefore the Commissioner finds a breach of section 10.

Steps:

The public authority must provide a substantive response to the request in accordance with its obligations under FOIA.

The public authority must take this step within 30 calendar days of the date of this decision notice. Failure to comply may result in the Commissioner making written certification of this fact to the High Court pursuant to section 54 of FOIA and may be dealt with as a contempt of court.

Right of Appeal:

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

Reference: IC-345005-L0P1



Tel: 0203 936 8963
Fax: 0870 739 5836

Email: grc@justice.gov.uk

Website: www.justice.gov.uk/tribunals/general-regulatory-chamber

Any Notice of Appeal should be served on the Tribunal within 28 (calendar) days of the date on which this decision notice is sent.

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