



Trust Headquarters  
Nexus House  
Gatwick Road  
Crawley  
West Sussex  
RH10 9BG

**Tel: 0300 123 0999**  
**[www.secamb.nhs.uk](http://www.secamb.nhs.uk)**

20<sup>th</sup> August 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210811.

You requested the following information, please also see our response below:

**Under the Freedom of Information Act, and with reference to the below sites operated by Amazon UK Services Ltd, please can you provide me with details of:**

- 1. The number of requests made for ambulances to attend each site;**
- 2. The date (or month) of each such request (this can be in aggregate across all sites to prevent individual calls being identified);**
- 3. Information on the broad medical reason for each such call-out, broken down by heading (this can be in aggregate across all sites to prevent individual calls being identified).**

**I would be grateful if this information could be provided as an Excel-compatible file for the period of the financial years 2016/17, 2017/18, 2018/19, 2019/20, and 2020/21.**

**The sites in question are:**

**Amazon UK Services Ltd, DBN2, Norway Lane, Wick, Littlehampton BN17 6GY;**

**Amazon UK Services Ltd, LCY3, Littlebrook Power Station Oil Fired, Dartford DA1 5PZ;**

**Amazon UK Services Ltd, DXW2, Unit 100A, 303 Vickers Drive North, Weybridge, KT13 0YU;**

**Amazon UK Services Ltd, SXW2, 27 Avro Way, Brooklands Industrial Estate, Weybridge, Surrey, UK, KT13 0YU OR Unit 100, Brooklands Business Park, Vickers Drive, Weybridge, Surrey, KT13 0YU;**

Amazon UK Services Ltd, LCY8, Unit 1A, London Medway Commercial Park,  
James Swallow Way, Isle of Grain, Kent, ME3 9GX;

Amazon UK Services Ltd, DBR3, Cross Oak Ln, Horley, Redhill RH1 5EX;

Amazon UK Services Ltd, ULO1, Unit 9, Trade City, Frimley, Camberley,  
Surrey, UK GU16 7AL;

Amazon UK Services Ltd, DME1, Unit 1, Invicta Riverside, New Hythe Lane,  
New Hythe Business Park Aylesford, Kent, UK, ME20 7BS OR 523 New Hythe  
Ln, Aylesford, ME20 6SB.

If these sites are identifiable under a slightly different address on your system  
then I would be grateful if you could provide information stored under those  
alternative addresses.

Please see attached FOI data spreadsheet.

**Date Range:** 01/04/2016 - 31/03/2021

**Postcode:** BN17 6GY, DA1 5PZ, KT13 0YU, ME3 9GX, RH1 5EX, GU16 7AL,  
ME20 7BS, ME20 6BS

**Or Address contains:** " Amazon "

**NB:** Please be aware that this will not exclude incidents which share the same  
postcode.

Please note that for figures that are less than 10 we are unable to provide the exact  
number as it may be identifiable to individuals.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance  
contact Caroline Smart, Head of Information Governance via the following email  
address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust