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18<sup>th</sup> May 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220423.

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

**Please can I request information as to what percentage of response capable managers (RCM's) responded to 999 calls on a daily basis over the last two years.**

**This means what % were actually assigned, and arrived at scene to any 999 call.**

**This does not mean RCM's signed on to CAD alone.**

**Rationale: growing concern that RCM's are not signing on to respond**

**Additionally,**

**Please can I request information as to what percentage of response capable managers (RCM's) responded to 999 calls on a daily basis over the last two years to any incident not categorised as a C1 - Column K of the Spreadsheet.**

Please see the attached spreadsheet.

- Data is only available from CAD. RCM shifts on GRS are not filled.
- All RCM responses on CAD have an on-scene time.
- On the days listed in column J, 100% of response capable managers (RCM's) responded to 999 calls on a daily basis over the last two years to any incident not categorised as a C1.

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**

