



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

Tel: 0300 123 0999
www.secamb.nhs.uk

10th August 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220719.

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

Please could I request the following information under the Freedom of Information Act on ambulance waiting times by local authority.
I would like to know the average waiting time for a) category 1 calls, and b) category 2 calls for the last three financial years: 2021/22, 2020/21 and 2019/20.
Please could I have this information for the region as a whole, and broken down by local authority.
Please could you provide this information by email, preferably in a spreadsheet.

Financial Year	Local Authority	AverageWaitingTimeCat1	AverageWaitingTimeCat2
2019/20	Adur	00:07:39	00:18:25
2019/20	Arun	00:07:24	00:20:14
2019/20	Ashford	00:07:24	00:18:56
2019/20	Brighton and Hove	00:05:04	00:14:55
2019/20	Canterbury	00:08:27	00:23:57
2019/20	Chichester	00:09:31	00:22:39
2019/20	Crawley	00:05:49	00:16:57
2019/20	Croydon	00:10:10	NULL
2019/20	Dartford	00:06:35	00:18:13
2019/20	Dover	00:10:35	00:24:53
2019/20	Eastbourne	00:06:18	00:18:59
2019/20	Elmbridge	00:08:17	00:18:22
2019/20	Epsom and Ewell	00:07:01	00:15:59
2019/20	Gravesham	00:06:32	00:19:02
2019/20	Guildford	00:07:10	00:18:23
2019/20	Hart	00:09:44	00:22:41
2019/20	Hastings	00:05:27	00:19:04
2019/20	Horsham	00:10:25	00:24:08
2019/20	Lewes	00:10:00	00:22:07
2019/20	Maidstone	00:07:55	00:22:21

2019/20	Medway	00:06:10	00:18:35
2019/20	Mid Sussex	00:08:17	00:21:02
2019/20	Mole Valley	00:08:12	00:17:45
2019/20	Not Recorded	00:08:14	00:21:01
2019/20	Reigate and Banstead	00:06:36	00:15:27
2019/20	Rother	00:09:40	00:24:23
2019/20	Runnymede	00:06:43	00:16:29
2019/20	Rushmoor	00:06:27	00:17:57
2019/20	Sevenoaks	00:11:14	00:23:46
2019/20	Shepway	00:09:26	00:23:03
2019/20	Spelthorne	00:08:23	00:19:00
2019/20	Surrey Heath	00:07:38	00:18:25
2019/20	Swale	00:09:15	00:26:36
2019/20	Tandridge	00:10:36	00:20:56
2019/20	Thanet	00:05:28	00:15:23
2019/20	Tonbridge and Malling	00:08:39	00:21:03
2019/20	Tunbridge Wells	00:08:06	00:21:09
2019/20	Waverley	00:09:54	00:23:39
2019/20	Wealden	00:10:17	00:23:54
2019/20	Windsor and Maidenhead	00:11:33	00:14:35
2019/20	Woking	00:08:05	00:18:07
2019/20	Worthing	00:05:09	00:16:29
2020/21	Adur	00:07:52	00:17:17
2020/21	Arun	00:07:34	00:19:21
2020/21	Ashford	00:07:37	00:19:25
2020/21	Brighton and Hove	00:05:26	00:14:38
2020/21	Canterbury	00:08:46	00:23:45
2020/21	Chichester	00:09:18	00:21:18
2020/21	Crawley	00:05:23	00:14:06
2020/21	Croydon	NULL	00:15:36
2020/21	Dartford	00:06:45	00:17:10
2020/21	Dover	00:10:23	00:24:17
2020/21	Eastbourne	00:06:26	00:19:30
2020/21	Elmbridge	00:08:12	00:17:05
2020/21	Epsom and Ewell	00:06:28	00:15:10
2020/21	Gravesham	00:06:47	00:18:09
2020/21	Guildford	00:07:17	00:17:12
2020/21	Hart	00:09:25	00:21:24
2020/21	Hastings	00:05:50	00:21:27
2020/21	Horsham	00:11:03	00:21:24
2020/21	Lewes	00:09:53	00:20:57
2020/21	Maidstone	00:07:39	00:20:31
2020/21	Medway	00:06:07	00:18:13

2020/21	Mid Sussex	00:08:38	00:19:04
2020/21	Mole Valley	00:08:07	00:16:35
2020/21	Not Recorded	00:08:33	00:20:56
2020/21	Reigate and Banstead	00:06:42	00:14:09
2020/21	Rother	00:10:01	00:25:06
2020/21	Runnymede	00:06:47	00:14:56
2020/21	Rushmoor	00:06:24	00:17:53
2020/21	Sevenoaks	00:12:02	00:23:22
2020/21	Shepway	00:09:04	00:22:35
2020/21	Spelthorne	00:08:37	00:17:42
2020/21	Surrey Heath	00:08:15	00:17:22
2020/21	Swale	00:09:55	00:25:11
2020/21	Tandridge	00:10:21	00:19:28
2020/21	Thanet	00:05:30	00:16:10
2020/21	Tonbridge and Malling	00:08:43	00:20:17
2020/21	Tunbridge Wells	00:08:40	00:20:43
2020/21	Waverley	00:09:51	00:22:13
2020/21	Wealden	00:10:36	00:23:57
2020/21	Windsor and Maidenhead	00:11:04	00:14:26
2020/21	Woking	00:08:07	00:16:57
2020/21	Worthing	00:05:16	00:15:53
2021/22	Adur	00:08:21	00:29:54
2021/22	Arun	00:08:36	00:31:02
2021/22	Ashford	00:08:02	00:28:18
2021/22	Brighton and Hove	00:06:30	00:28:11
2021/22	Canterbury	00:09:10	00:33:05
2021/22	Chichester	00:10:19	00:32:38
2021/22	Crawley	00:06:33	00:24:33
2021/22	Croydon	00:10:07	00:13:00
2021/22	Dartford	00:07:27	00:27:51
2021/22	Dover	00:11:30	00:35:01
2021/22	Eastbourne	00:07:40	00:33:33
2021/22	Elmbridge	00:09:46	00:26:22
2021/22	Epsom and Ewell	00:08:04	00:25:17
2021/22	Gravesham	00:07:33	00:29:03
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2021/22	Hart	00:10:06	00:32:10
2021/22	Hastings	00:06:49	00:34:37
2021/22	Horsham	00:13:02	00:32:52
2021/22	Lewes	00:10:52	00:34:47
2021/22	Maidstone	00:09:04	00:31:05
2021/22	Medway	00:06:42	00:27:56
2021/22	Mid Sussex	00:09:59	00:30:09
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2021/22	Not Recorded	00:09:53	00:31:20
2021/22	Reigate and Banstead	00:07:52	00:23:40
2021/22	Rother	00:10:59	00:38:28
2021/22	Runnymede	00:07:33	00:24:41
2021/22	Rushmoor	00:07:10	00:27:55
2021/22	Sevenoaks	00:13:10	00:33:44
2021/22	Shepway	00:10:18	00:32:47

2021/22	Spelthorne	00:09:41	00:27:29
2021/22	Surrey Heath	00:08:44	00:27:23
2021/22	Swale	00:10:36	00:35:22
2021/22	Tandridge	00:11:15	00:30:46
2021/22	Thanet	00:06:28	00:24:31
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2021/22	Tunbridge Wells	00:09:49	00:30:28
2021/22	Waverley	00:11:07	00:33:33
2021/22	Wealden	00:11:22	00:36:33
2021/22	Windsor and Maidenhead	00:12:02	00:23:47
2021/22	Woking	00:08:42	00:26:09
2021/22	Worthing	00:06:15	00:27:25

Date Range - 01/04/2019 - 31/03/2022

Not Recorded = Any case where the local authority was not recorded

Null = Data not available

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

Yours sincerely

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