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16<sup>th</sup> August 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220742.

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 in your area.**

**The total number of Category 1 calls in a) 2021 b) 2020 c) 2019 and the number that took longer than seven minutes to respond to in each of these years.**

- Date Range: 01/01/2019 - 31/12/2021
- Incident counts: count of incidents with at least one resource on scene.
- Please see link to AQL publications here - [Statistics » Ambulance Quality Indicators \(england.nhs.uk\)](https://www.nhs.uk/statistics/ambulance-quality-indicators)

Year	Cat 1 Incidents with a Response	Cat 1 Incidents with a Response >7 Mins
2019	45500	19769
2020	46818	21100
2021	54137	27995

**The total number of Category 2 calls in a) 2021 b) 2020 c) 2019 and the number that took longer than eighteen minutes to respond to in each of these years.**

Year	Cat 2 Incidents with a Response	Cat 2 Incidents with a Response >18 Mins
2019	401656	175076
2020	373652	148308
2021	413845	233481

**The five longest waits for Category 1 calls in minutes for a) 2021 b) 2020 and c) 2019.**

Year	Response Time	Notes
2019	09:00:33	C3 upgrade
2019	04:35:16	C3 upgrade
2019	04:30:42	C3 upgrade
2019	03:55:03	C3 upgrade
2019	03:15:23	C3 upgrade
2020	05:16:06	C3 upgrade
2020	04:11:51	CAD outage. Recorded on paper, no call connect recorded.
2020	03:52:08	CAD outage. Recorded on paper, no call connect recorded.
2020	03:18:42	C3, C2 upgrade
2020	03:18:04	CAD outage. Recorded on paper, no call connect recorded.
2021	08:27:30	HCP 2, C3 upgrade
2021	07:38:31	C3 upgrade
2021	07:16:08	C3 upgrade
2021	05:40:39	C3 upgrade
2021	04:27:58	C3 upgrade

**The five longest waits for Category 2 calls in minutes for a) 2021 b) 2020 and c) 2019**

Year	Response Time	Notes
2019	20:03:10	Call closed in error. Datix
2019	13:08:45	C3 upgrade
2019	12:38:44	Delayed conveyance
2019	12:03:30	C3 upgrade

2019	11:16:39	C3 upgrade
2020	16:07:54	C3 upgrade
2020	15:30:46	C3 upgrade
2020	14:00:16	C3 upgrade
2020	13:19:18	Complex call
2020	11:06:13	C3 upgrade
2021	17:55:29	C3 upgrade
2021	17:53:23	Delayed conveyance
2021	16:00:37	Operationally downgraded to C3
2021	13:43:00	CAD outage. Recorded on paper, no call connect recorded.
2021	13:10:00	CAD outage. Recorded on paper, no call connect recorded.

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**