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18th August 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220752.

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

I write, under the terms of the Freedom of Information Act, to request the number of 999 calls that were flagged as no unit/resource available, or took longer than 15 minutes to be attended, between January 2018 and June 2022.

As part of this request, I would like the information to be broken down into the following:

- i) The number of 999 calls received between January 2018 and June 2022, broken down into months, years and a grand total;**
- ii) Out of these 999 calls, how many were flagged as no unit/resource available, and how many were not attended within 15 minutes;**
- iii) Your incident response time targets, and how many times these targets were missed during the above time frame;**
- iii) The average time for a 999 call to be attended;**
- iv) The longest period of time for a 999 call to be attended.**

Please see the attached FOI data spreadsheet.

- **Date Range:** 01/01/2018 - 30/06/2022
- Please note that Items 1 (Total 999 Calls) and 4 (Average time to answer for 999 calls) can both be found in the AQL's which are publicly available, and here is the link to them: [Statistics » Ambulance Quality Indicators \(england.nhs.uk\)](https://www.england.nhs.uk/statistics/ambulance-quality-indicators/)
- Please note that regarding Item 2 we do not report on no unit/resource available, hence that part of the request has not been answered.

- Please note that many calls in the 'longest wait' column originate as lower priority calls which were upgraded to a higher category.
- Our Response Time Targets are as follows:
 - CAT 1 = < 7 minutes
 - CAT 2 = < 18 minutes
 - CAT 3 = < 120 minutes
 - CAT 4 = < 180 minutes

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