



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

25th August 2022

Email:

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

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220805.

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

Can you please:

Tell me whether or not the incident-management software used in your control rooms is capable of accepting advanced mobile location (AML) locations for calls received via 999.

The Computer Aided Dispatch (CAD) system does indeed accept the AML and allows for mobile phone locations to present to the call taker and dispatcher.

Provide copies of any instructions or guidance provided to staff in your control rooms for handling incident locations provided by callers in the form of:

- (a) Longitude and latitude coordinates.**
- (b) Ordnance Survey national grid references.**
- (c) What 3 Words (W3W) locations**

Please see the attached document.

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**

