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Date

Email:

Tel: 0300 123 0999
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Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 240704.

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

I hope you are well. I am writing to you under the FOI Act 2000 to request the following information:

The number of callouts for your service to Amazon Fulfilment Centres at the following addresses: 1) Amazon LCY1, Littlebrook Power Station, Dartford DA1 5PZ 2) Amazon LCY8, Medway commercial park James, Unit 1a London, Swallow Way, Rochester ME3 9GX

I would appreciate it if the information was broken down by year covering 2019-2023 inclusive (ideally by calendar year, but if not financial year from 2019-2020 to 2023-2024 would be acceptable). I would also like any breakdown that could be provided for the reason for the callout and the category rating the callout was given. I also understand that full addresses may not be listed for each location so if possible including any and all callouts to postcodes that match those above would be appreciated.

Year	DA1 5PZ	ME3 9GX	Total
2019	0	Less than 10	Less than 10
2020	0	12	12
2021	Less than 10	Less than 10	Less than 10
2022	Less than 10	Less than 10	13
2023	Less than 10	Less than 10	15
Grand Total	17	34	51

Year	Cat1	Cat2	Cat3	Total
2019	0	Less than 10	0	Less than 10
2020	Less than 10	Less than 10	Less than 10	12
2021	Less than 10	Less than 10	0	Less than 10
2022	Less than 10	Less than 10	Less than 10	13
2023	0	11	Less than 10	15
Grand Total	Less than 10	38	Less than 10	51

The information in the below table has been presented as totals for the overall request period. This was necessary to support anonymity of individuals to whom the information refers and to reduce the risk of recombination with other data points.

Condition	2019 - 2023
999Amb	Less than 10
Abandoned Call	Less than 10
Abdominal / Flank Pain	Less than 10
Anaphylaxis (potential)	Less than 10
Arrest / Peri Arrest	Less than 10
Back Pain - Lower	Less than 10
Breathing Problems	Less than 10
Chest / Upper Back Pain / Cardiac	Less than 10
Collapse - Breathing Normal	Less than 10
Fitting Now	Less than 10
Headache	Less than 10
Information Only	Less than 10
Medical	Less than 10
Medical Minor	Less than 10
NHS111 - SECAMB	Less than 10
Stroke / Neurological	Less than 10
Suicide	Less than 10
Trauma	Less than 10
Unco - Normal Breathing	Less than 10
Unconscious - Adult	Less than 10
Total	51

Date range: 01/Jan/2019 - 31/Dec/2023

Count of incidents where at least one resource has arrived at scene.

Locations where "Amazon" appeared in the location and postcode was either DA1 5PZ or ME3 9GX

Conditions are as identified by the call taker at the time of call and may not necessarily reflect what was found on scene by the crew.

*** Less than 10; we are unable to provide exact figures as this could be identifiable to individuals.**

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**