

Date

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 240921.

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

As of 18/09/2024, please could you advise...

- **How many addresses are marked as a risk for ambulance crews to attend due to the potential for physical or verbal abuse?**

NOTE: These may come under the 'Crew Safety Notices' criteria

A quick search shows the following active markers on the CAD, not all markers have an address some flag the individual as opposed to the address.

AMBER and Frequent Callers Timed Triage = Less than 10

Amber And Frequent Callers Triage Every Call = Less than 10

Amber History Marker – 999 = 146

RED And Frequent Callers Timed Triage = Less than 10

Red History Marker – 999 = 96

Red History Marker: Applied when there is clear evidence that staff have been physically or sexually assaulted, or there has been a serious threat of violence.

Amber History Marker: Applied when there is evidence suggesting that staff are at risk of abusive, aggressive, or inappropriate behaviour. This includes inappropriate comments or negative behaviours related to any protected characteristics.

Red Marker: The marker is reviewed after 6 months. If deemed appropriate, it is downgraded to Amber for another 6 months before possible removal.

Amber Marker: The marker is reviewed after 6 months for potential removal if the risk has decreased.

- **How many of these addresses are marked as unsafe for ambulances to attend without a police escort?**

We have less than 10 amber markers and less than 10 red markers that state police must attend. This is based on a search for the word “police” against

the free text of the marker. This does not include temp markers as a response plan has not been agreed.

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

With regards to providing analytical information, the Trust complies with the ICO Anonymisation Code of Practice. This stipulates that when providing information organisations adopt the use of “less than 10” when providing analytical information where there are low numbers. By applying these parameters we are reducing the potential linking of data and making this identifiable.

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**