



Trust Headquarters
Nexus House
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West Sussex
RH10 9BG

Internal Ref:
Email:

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

Dear ,

The trust is in receipt of your information request, thank you. Please accept this formal response, which has been given the internal reference quoted above. Please quote this reference number in any correspondence.

Please accept the Trust's sincere apologies for the delay and inconvenience you have experienced regarding this response. At the time of writing the Trust continues to receive high volumes of FOI requests, many of which are complex and time consuming. In this instance, the Trust has not responded within the required 20 days, and for this we apologise.

Request

You asked us:

- 1) **What emergency resources were available that day? (How many ambulances and crew) – The day in question taken to be 26th April 2024.**
- 2) **Was this level of cover 'normal'? (Were there any absences that day)**
- 3) **By hour, starting at 9am through to 16.45hrs, where was the available resource sent on the 26th April? (I require a comprehensive list of all KPI's for that specific day)**

We have processed your request under the Freedom of Information Act 2000 (FOIA)

Response

The formal Trust response follows.

The Trust confirms it holds the information you requested.

- 1) **What emergency resources were available that day? (How many ambulances and crew)**



4,180 double-crewed ambulance hours were planned to be available from 00:00 to 23:59 on 26th April 2024.

1,888 (45%) of these double-crewed ambulance hours were provided between 09:00 and 17:00.

In total, 10,338 crew hours were provided, across all types of emergency ambulance resource, including staff on single-response vehicles.

2) Was this level of cover 'normal'? (Were there any absences that day)

195 absences for field operations were reported on 26 April 2024, 6.8% of the total headcount. This level of absence is within expected variation.

Crew hours provision (as described in part 1) was slightly above requirement. Providing hours that meet or exceed requirements is normal.

3) By hour, starting at 9am through to 16.45hrs, where was the available resource sent on the 26th April? (I require a comprehensive list of all KPI's for that specific day)

Please find in the below table, provision of double-crewed ambulance resource hours, delineated by dispatch desk and by hour:

	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00
Ashford	17.3	18.8	20.2	21.4	22.0	22.5	22.2	20.9
Banstead	15.5	15.2	15.3	15.3	14.5	13.6	12.0	11.5
Brighton	18.4	20.2	19.7	19.8	20.6	22.0	21.5	22.4
Chertsey	18.1	18.7	20.2	19.7	19.1	18.7	17.7	16.3
Dartford	10.3	11.2	10.4	10.4	11.1	10.9	9.4	9.6
Gatwick	15.4	16.9	17.3	16.6	16.8	17.3	16.1	15.4
Guildford	20.0	20.8	19.9	19.0	19.5	21.6	21.7	19.7
Hastings	10.3	10.0	9.0	8.7	9.3	9.2	8.8	9.8
Medway	15.7	19.2	19.0	19.3	19.1	20.2	20.1	20.2
P. Wood	19.6	22.3	23.4	23.8	24.5	25.2	24.9	26.3
Polegate	12.5	13.4	12.9	12.2	11.8	12.9	12.9	12.6
Tangmere	14.0	13.9	12.4	13.1	15.0	15.3	15.8	13.9
Thanet	18.8	20.1	20.1	20.1	19.9	20.5	18.8	19.4
Worthing	16.0	16.2	16.1	15.0	15.9	17.8	16.9	15.8
Total	221.6	236.6	235.6	234.4	236.1	247.7	238.8	233.8

With regard to KPIs, we have supplied you the Ambulance Response Programme (ARP) performance dashboard. This demonstrates performance for the day, against nationally enacted performance standards.

ARP performance dashboard for 26 April 2024:



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Chair: Usman Khan CEO: Simon Weldon

ARP Performance Dashboard

Date

26/04/2024

26/04/2024

Time

0

23

Day Name

All

	Target		AQI		
Category	Mean	90th Centile	Incidents	Mean	90th Centile
C1	00:07:00	00:15:00	169	00:07:42	00:13:44
C1T	00:19:00	00:30:00	111	00:08:36	00:14:44
C2	00:18:00	00:40:00	1142	00:24:47	00:53:59
C3		02:00:00	443	01:57:18	04:03:07
C4		03:00:00	22	02:29:29	06:58:50
HCP 3			36	01:19:50	02:51:35
HCP 4			42	01:38:25	03:43:16
IFT 3			25	01:44:01	04:07:25
IFT 4			4	03:38:06	06:22:17
HCP 60				0:0:0	0:0:0
HCP 120				0:0:0	0:0:0
HCP 240				0:0:0	0:0:0
ST	All Incidents		670	31.31%	
SC	All Incidents		1207	56.40%	
HT	All Incidents		263	12.29%	
Count of Incidents			2140		
Count of Incidents with a Response			1877		
999 Mean	Call Answer Target 00:05		2466	00:03	
999 90th	Call Answer Target 00:10			00:01	
Trust EOC 999 Abandoned Calls			2	0.1%	
UHU	Calls Answered		2782		

Next steps

We hope you find the information provided to be of some assistance.



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Should you be 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

You can ask us to review our response. If you would like us to carry out a review, please let us know within 40 working days. This will be conducted by someone who was not involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

Should you remain dissatisfied following our internal review, you can complain to the [Information Commissioner's Office](#) (ICO). You should make complaints to the ICO within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

The ICO's postal address is:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust



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