



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

Date: .

Email: .

Dear .,

Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 241003.

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

**Does your organisation provide body worn cameras to front-line staff answering 999 and 111 calls?**

Yes

**Does your organisation provide any self-defence courses for front-line staff answering 999 and 111 calls (e.g. Maybo, PST etc.)?**

Yes, we provide one day of face-to-face conflict resolution training.

**On how many occasions, have front-line staff answering 999 and 111 calls been assaulted physically in the years**

**2016 - 214**

**2017 - 181**

**2018 - 186**

**2019 - 235**

**2020 - 233**

**2021 - 231**

**2022 - 221**

**2023 - 272**

To date in 2024 - 246

**Of those assaulted, how many have required hospital treatment?**

This is not recorded centrally. We are unable to provide data as it would require looking into the circumstances of each reported incident.

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](mailto:FOI@secamb.nhs.uk)

Yours sincerely

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