



Internal Ref: 250116
Email:

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Dear ,

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

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

FOI Request

You asked us:

We are conducting research on the use of emergency securing services (such as boarding up and securing buildings) for the UK ambulance trusts. As part of this research, we would like to find out the following information about your Trust's practices in this area. Specifically, we are looking to cover:

Scenarios and Usage:

- **In what scenarios do you use emergency securing services?**
- **Are there standard guidelines or policies governing when these services are used?**

Frequency:

- **How many cases require emergency securing services annually (ideally from 2010 to 2024)?**
- **If possible, please provide a geographical breakdown and include the cause of forced entry (i.e. concern for welfare, etc).**

Service Providers:

- **Who are the main providers or contractors engaged for emergency securing services?**
- **What proportion of emergency securing services does each contractor achieve?**

Expenditure and remuneration:

- **How are these services funded – is there a framework in place (if so, please provide detail)?**



- Which parties are responsible for remunerating the emergency securing service contractor (please provide any data that shows a breakdown of this)?
- If possible, please provide a breakdown of the services used (e.g. locksmith, boarding-up, etc) and the incurred cost, and
- if possible, an average cost per emergency securing process.
- What has been the annual expenditure on emergency securing services for each year from 2010 to 2024?

Formal Response

The Trust confirms it holds part of the information you requested.

Scenarios and Usage:

- In what scenarios do you use emergency securing services?

When entry has been forced to a patient property following a concern for welfare.

- Are there standard guidelines or policies governing when these services are used?

There is no standard guideline or policy governing when securing services are used. Trust operatives are expected to contact their duty Operational Team Leader (OTL) for the most up to date process.

Frequency:

- How many cases require emergency securing services annually (ideally from 2010 to 2024)?

Trust records include data from 2020 onwards only. Please see the table below:

Year	Cases
2020	174
2021	329
2022	321
2023	367
2024	431

- If possible, please provide a geographical breakdown and include the cause of forced entry (i.e. concern for welfare, etc).

Geographically these incidents cover Kent, Surrey, Sussex and North-East Hampshire. The incidents are not recorded in a way that allows them to be broken down by area.

The cause is concern for an individual's welfare.



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Service Providers:

- **Who are the main providers or contractors engaged for emergency securing services?**

Sussex Town and Country Glazing Ltd.

- **What proportion of emergency securing services does each contractor achieve?**

The sole contractor achieves 100% of services.

Expenditure and remuneration:

- **How are these services funded – is there a framework in place (if so, please provide detail)?**

Services are funded by the Trust through its contract to provide 999 emergency ambulance service across Kent, Surrey and Sussex, which is funded through its block contract with the local Integrated Care Boards (ICBs).

- **Which parties are responsible for remunerating the emergency securing service contractor (please provide any data that shows a breakdown of this)?**

The Trust is responsible for remunerating the emergency service contractor.

- **If possible, please provide a breakdown of the services used (e.g. locksmith, boarding-up, etc) and the incurred cost, and**

Emergency boarding to secure property properties only.

- **if possible, an average cost per emergency securing process.**

A representative cost per incident is £146.00 excluding VAT.

- **What has been the annual expenditure on emergency securing services for each year from 2010 to 2024?**

Trust records include data from 2020 onwards only. Please see the table below:

Year	Expenditure
2020	£ 25,404
2021	£ 48,034
2022	£ 48,866
2023	£ 53,582
2024	£ 62,926



Next steps

We publish a variety of information which may assist future enquiries relating to our service on our website – www.secamb.nhs.uk.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address: FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer. We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](http://www.ico.org.uk/foicomplaints) (ICO). Complaints to the ICO should be made 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.

Alternatively, 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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