



Trust Headquarters
Nexus House
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Crawley
West Sussex
RH10 9BG

<Date> 2025
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:

Dear South East Coast Ambulance Service,

I am contacting you to find out if your emergency crews experienced any delays to your service on the M25 in Surrey on 7/11/22, that were attributed to protests carried out by the group Just Stop Oil. There has been considerable press speculation on this subject and if it is possible I would appreciate it if you could provide me with the facts on this matter.

I understand that your crews log delays in their reports, so I would be very interested in any such reports that 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.



We have reviewed the Job Cycle Times (JCT) from November 2022, specifically focusing on the mobile-to-scene data for the Chertsey, Gatwick, and Redhill dispatch desks. After careful analysis, we can confirm that there was no notable impact on our service delivery during this period. The full JCT data indicates that the performance on the 7th of November was consistent with the rest of the month.

Next steps

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

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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Serving Our Communities

Chair: Usman Khan CEO: Simon Weldon