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Internal Ref:  
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[www.secamb.nhs.uk](http://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:

**I am writing to request information under the Freedom of Information Act 2000 regarding your Trust's use of ambulance and other incident response services provided by private organisations.**

**For the 2023/24 financial year, please could you provide:**

- a. The average response time to an incident by private services (please could you break this down by Category of Incident).**
  - a. How much money was spent on private services providing an ambulance service or incident response service, by your Trust.**
  - a. For each separate contract made or held with a private company providing an ambulance service or incident response service, please provide:**
    - i) the cost of the contract,**
    - ii) the name of the company involved,**
    - iii) the performance indicators in the commissioning contract**
    - iv) the number of incidents total the private company attended**

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



## **Response**

The formal Trust response follows. Any separate document provided will be signified.

The Trust confirms it holds the information you requested.

**For the 2023/24 financial year, please could you provide:**

**a. The average response time to an incident by private services (please could you break this down by Category of Incident).**

<b>Category</b>	<b>Incident Count</b>	<b>Mean Response Time</b>
Cat1	2733	00:09:07
Cat2	20353	00:30:22
Cat3	7830	02:13:00
Cat4	177	02:50:20

Data Notes

Date Range:

1st Apr 2023 - 31st Mar 2024

Criteria

- The mean response time provided is an average of the clock stop response time for incidents where private crews have attended
- The incident count is a count of incidents and not responses and so incidents where multiple private crews have attended will be counted once
- Only categories 1-4 have been included

**b. How much money was spent on private services providing an ambulance service or incident response service, by your Trust.**

The Trust spent £5,994,687 on providing private ambulance services for the financial year 2023/24.

**c. For each separate contract made or held with a private company providing an ambulance service or incident response service, please provide:**

**i) the cost of the contract,**

For the financial year 2023/24 the Trust spent the following with each provider:



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Provider	Spend*
ELITE EMERGENCY MEDICAL SERVICES LTD	£2,672,032
MEDI 4 AMBULANCE SERVICES LTD	£293,640
PLATINUM AMBULANCE SERVICE LTD	£2,932,347

\*Note: the values do not equal the total spent due to financial adjustments for accruals.

Further information can be found on the SECAmb website

(<https://www.secamb.nhs.uk/how-we-do-it/our-budget/single-spends-over-25000/>)

**ii) the name of the company involved,**

The 3 Companies involved were; Medi4, Platinum Ambulance Service Ltd & ELITE Medical Services Ltd.

**iii) the performance indicators in the commissioning contract,**

We are unable to release this information as this is confidential.

**iv) the number of incidents total the private company attended**

Please see incident numbers in the above table.

As from July 2024 we no longer use Private Ambulance Services so the figures provided are up to July 2024.

**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](mailto: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](https://www.ico.org.uk/foicomplaints) (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](https://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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