



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

Internal Ref:
Email:

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

Dear ,

The Trust is in receipt of your Freedom of Information Act 2000 (FOIA) request, thank you. This request has been assigned the internal reference quoted above; please ensure that you quote this number in any future correspondence.

We have now provided a formal response below. Please accept our sincere apologies for the delay and inconvenience you have experienced regarding the completion of this request. 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 working days, and for this we apologise.

FOI Request

You asked us:

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

1. Regarding volunteers for your Trust, including Community First Responders:

- a) The average response time to an incident by volunteers (please could you break this down by Category of Incident).
- b) The number of incidents total attended by volunteers.
- c) The total number of hours provided by volunteers to your Trust.

2. Regarding the use of charity services:

- a) The average response time to an incident by charity services (please could you break this down by Category of Incident).
- b) A list of the charities your Trust works with to provide ambulance and incident response services.
- c) For each charity, please provide:
 - i. The number of incidents total the charity attended.
 - ii. Any performance indicators you use to assess the charities you work with.
 - iii.



Formal Response

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

1. Regarding volunteers for your Trust, including Community First Responders:

- a) The average response time to an incident by volunteers (please could you break this down by Category of Incident).**
- b) The number of incidents total attended by volunteers.**
- c) The total number of hours provided by volunteers to your Trust.**

The Trust response to part 1 has been provided in the attached workbook document:

FOI 250208 - Volunteer and Charity Responses

2. Regarding the use of charity services:

- b) A list of the charities your Trust works with to provide ambulance and incident response services.**

The Trust works with St John Ambulance (SJA) and Kent Surrey Sussex Air Ambulance (AAKSS).

c) For each charity, please provide:

- i. The number of incidents total the charity attended.**

This response is also provided in the attached workbook document.

- ii. Any performance indicators you use to assess the charities you work with.**

We use comparable performance metrics and job cycle times to assess partner charities in a way that mirrors the standards applied to our own ambulance staff. This includes evaluating response times, duration of patient interactions, and overall service delivery efficiency.

Charities provide support to SECamb under an agreed Memorandum of Understanding, operating in accordance with our policies and procedures, to ensure patient safety.

Next steps

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

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



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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](https://ico.org.uk/for-organisations/about-the-ico/what-we-do/complaints) (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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