



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

Internal Ref:
Email:

Dear,

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

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:

I am emailing to make a request under the Freedom of Information Act for details about the use of private ambulance by the trust for both frontline 999 calls and patient transport. Please can you provide answers to the following questions:

- 1. How much did the trust spend in each of the last seven financial years on private ambulances? Please provide full year data breakdowns for 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, 2023/24 along with data for 2024/25 to the latest possible date in the current financial year.**
- 2. Please provide a breakdown for the figures in q1 showing how much of the total spend on private ambulance services in each financial year was for both frontline 999 ambulance care and patient transport. I would like this data in financial years with separate figures for both frontline 999 care and patient transport.**
- 3. Please provide a list of the companies the trust uses or has used for frontline 999 ambulance work and patient transport with a financial yearly breakdown of how much each company has been paid for the last seven financial years. Please use the same yearly breakdowns as in q1 and please indicate what services each company provided.**



4. Please can you give me a list of companies which the trust has been using for private ambulance services (both frontline and patient transport) which have either had their contracts cancelled or which have gone out of business since 2018.

Formal Response

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

1. How much did the trust spend in each of the last seven financial years on private ambulances? Please provide full year data breakdowns for 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, 2023/24 along with data for 2024/25 to the latest possible date in the current financial year.

The total expenditure on private ambulance companies was:

2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
£9,210,426	£11,183,997	£8,707,213	£7,183,087	£6,571,394	£5,994,687	£1,173,969

2. Please provide a breakdown for the figures in q1 showing how much of the total spend on private ambulance services in each financial year was for both frontline 999 ambulance care and patient transport. I would like this data in financial years with separate figures for both frontline 999 care and patient transport.

There has not been any expenditure for provision of patient transport services. Expenditure supporting 999 emergency response to patients has been detailed in response to part 1 of your request.

3. Please provide a list of the companies the trust uses or has used for frontline 999 ambulance work and patient transport with a financial yearly breakdown of how much each company has been paid for the last seven financial years. Please use the same yearly breakdowns as in q1 and please indicate what services each company provided.

The Trust has procured commercial services from the following organisations:

- Elite Medical
- Falck
- Jigsaw
- Medi 4 Ambulance Services
- Platinum Ambulance
- Red Cross
- SSG UK Specialist Ambulance Service Ltd
- St John Ambulance



The Trust has elected to withhold expenditure breakdown per organisation, as exempt from disclosure, under section 43 of the FOIA. This section concerns exemption from the individual right to receive information from a public authority, where its disclosure would be likely to prejudice the commercial interests of any person [S.43 (2)].

4. Please can you give me a list of companies which the trust has been using for private ambulance services (both frontline and patient transport) which have either had their contracts cancelled or which have gone out of business since 2018.

All contracts with private ambulance providers ended on 30th June 2024. Private ambulance providers no longer fulfil any roles for the Trust.

The Trust does not maintain a record of whether organisations named in part 3 have ceased trading at any point.

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 Caroline Smart, Head of Information 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](https://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**



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon