



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

Internal Ref:  
Email:

Dear ,

Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

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.

### **Request**

You asked us:

**1. Please tell me how many handover delays were longer than a) 60 mins b) 12 hours and c) 24 hours for each of the following years:**

- I. 2024/25**
- II. 2023/24**
- III. 2022/23**

**(I would be very grateful if you could provide figures for each year and for a) 60 mins b) 12 hours and c) 24 hours )**

**2. Please tell me how many Category 1 incidents (if any) had a response time longer than a) 60 minutes b) 12 hours and b) 24 hours in each of the following years:**

- I. 2024/25**
- II. 2023/24**
- III. 2022/23**

**3. Please tell me how many Category 2 incidents had a response time longer than a) 60 minutes b) 12 hours and c) 24 hours in each of the following years:**

- I. 2024/25**
- II. 2023/24**
- III. 2022/23**



**4. Please tell me how many Category 3 incidents had a response time longer than a) 120 mins b) 12 hours and c) 24 hours in each of the following years:**

- I. 2024/25**
- II. 2023/24**
- III. 2022/23**

**5. Please tell me how many Category 4 incidents had a response time longer than a) 180 minutes b) 12 hours and c) 24 hours in each of the following years:**

- I. 2024/25**
- II. 2023/24**
- III. 2022/23**

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.

**1. Please tell me how many handover delays were longer than a) 60 mins b) 12 hours and c) 24 hours for each of the following years:**

- I. 2024/25**
- II. 2023/24**
- III. 2022/23**

**(I would be very grateful if you could provide figures for each year and for a) 60 mins b) 12 hours and c) 24 hours )**

Financial Year	No. of Handovers Taking Over 60 Minutes	No. of Handovers Taking Over 12 Hours	No. of Handovers Taking Over 24 Hours
2022-2023	12071	0	0
2023-2024	5878	0	0
2024-2025*	7831	0	0



**2. Please tell me how many Category 1 incidents (if any) had a response time longer than a) 60 minutes b) 12 hours and b) 24 hours in each of the following years:**

- I. 2024/25**
- II. 2023/24**
- III. 2022/23**

Financial Year	No. of Incidents with a Response Time Over 60 minutes	No. of Incidents with a Response Time Over 12 Hours	No. of Incidents with a Response Time Over 24 Hours
2022-2023	75	0	0
2023-2024	60	0	0
2024-2025*	34	0	0

**3. Please tell me how many Category 2 incidents had a response time longer than a) 60 minutes b) 12 hours and c) 24 hours in each of the following years:**

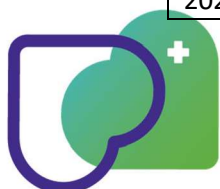
- I. 2024/25**
- II. 2023/24**
- III. 2022/23**

Financial Year	No. of Incidents with a Response Time Over 60 minutes	No. of Incidents with a Response Time Over 12 Hours	No. of Incidents with a Response Time Over 24 Hours
2022-2023	102433	39	0
2023-2024	69752	32	0
2024-2025*	76892	20	0

**4. Please tell me how many Category 3 incidents had a response time longer than a)120 mins b) 12 hours and b) 24 hours in each of the following years:**

- I. 2024/25**
- II. 2023/24**
- III. 2022/23**

Financial Year	No. of Incidents with a Response Time Over 120 minutes	No. of Incidents with a Response Time Over 12 Hours	No. of Incidents with a Response Time Over 24 Hours
2022-2023	177306	12337	111
2023-2024	160241	4762	31
2024-2025*	155847	5430	Less than 10



**5. Please tell me how many Category 4 incidents had a response time longer than a) 180 minutes b) 12 hours and c) 24 hours in each of the following years:**

**I. 2024/25**

**II. 2023/24**

**III. 2022/23**

Financial Year	No. of Incidents with a Response Time Over 180 minutes	No. of Incidents with a Response Time Over 12 Hours	No. of Incidents with a Response Time Over 24 Hours
2022-2023	4153	593	Less than 10
2023-2024	3635	348	Less than 10
2024-2025	4732	316	0

#### Data Notes

#### Date Range:

1st Jan 2022 - 24th Mar 2025

#### Notes

\* Financial year 2024-2025 is incomplete and is up to 24th March 2025

Due to information governance standards figures under 10 have been removed

Less than 10, we are unable to provide exact figures as these could be identifiable to individuals.

With regards to providing analytical information, the Trust complies with the ICO Anonymisation Code of Practice. This stipulates that when providing information organisations adopt the use of less than 10 caveat when providing analytical information where there are low numbers. By applying these parameters we are reducing the potential linking of data and making this identifiable.

#### 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,



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Chair: Michael Whitehouse CEO: Simon Weldon

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://ico.org.uk/for-organisations/about-the-ico/) (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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