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Internal Ref:  
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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:

**This question is about what happens when you receive a GGG call notifying you that a child under 2 years old has been discovered dead at their home:**

**Please answer all of the following questions about child deaths taking place:**

- (i) In 2000
- (ii) In 2025

**What was/is the protocol in place for the ambulance service to notify a professional with responsibility for child protection? Please give full details of the protocol, providing a copy if possible. *Please list the dates when this protocol was reviewed, between 2000 and 2025.***

**In particular:**

**Would notification be to a medical doctor with such responsibility? Or if not, who?**

**How quickly would/should any such notification happen? Would it happen immediately on receiving the 999 call, or at a later point? If a later point, then when?**



**Is/was notification initiated by pager or by telephone? If not, by what means?**

**Are/were the police also notified, and if so, by whom, and how quickly?**

**Is/was the protocol different for children over the age of 2 years? Or for children with disabilities or life-limiting conditions?**

**In what circumstances might an exception be made to the usual protocol?**

**Were/are certain children's records flagged in some way, to indicate that a particular professional should be contacted if the child were to die?**

**Do/did you hold any documents with specific instructions about particular children? Or a list of particular children for whom (for whatever reason) a particular professional should be contacted on death?**

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.

**Please answer all of the following questions about child deaths taking place:**

(iii) In 2000

(iv) In 2025

**What was/is the protocol in place for the ambulance service to notify a professional with responsibility for child protection? Please give full details of the protocol, providing a copy if possible. *Please list the dates when this protocol was reviewed, between 2000 and 2025.***

**In particular:**

**Would notification be to a medical doctor with such responsibility? Or if not, who?**

SECamb was formed on 1 July 2006, following the merger of Kent, Surrey and Sussex ambulance trusts.

Child death procedure flowchart attached - last reviewed in 2024.

**In particular:**

**Would notification be to a medical doctor with such responsibility? Or if not, who?**

Please refer to the attached child death procedure flowchart

**How quickly would/should any such notification happen? Would it happen immediately on receiving the 999 call, or at a later point? If a later point, then when?**

Please refer to the attached child death procedure flowchart

**Is/was notification initiated by pager or by telephone? If not, by what means?**

Please refer to the attached child death procedure flowchart

**Are/were the police also notified, and if so, by whom, and how quickly?**

Please refer to the attached child death procedure flowchart

**Is/was the protocol different for children over the age of 2 years? Or for children with disabilities or life-limiting conditions?**

Please refer to the attached child death procedure flowchart

**In what circumstances might an exception be made to the usual protocol?**

Please refer to the attached child death procedure flowchart

**Were/are certain children's records flagged in some way, to indicate that a particular professional should be contacted if the child were to die?**

Yes, in 2025 certain children's records are flagged as part of a Patient Specific Instruction process, in which children's specialist palliative care teams may contact the Trust indicating actions to take for ambulance clinicians at the time of 999 call, including actions in relation to care after death.

The Trust has no record of this process occurring in 2000.

**Do/did you hold any documents with specific instructions about particular children? Or a list of particular children for whom (for whatever reason) a particular professional should be contacted on death?**

Yes, in 2025 the Trust holds documents as per its Patient Specific Instruction process, in which children's specialist palliative care teams may contact the Trust indicating actions to take for ambulance clinicians at the time of 999 call, including actions in relation to care after death.

The Trust has no record of this process occurring in 2000.



## **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](#) (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](http://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**



Saving Lives,  
Serving Our Communities

Chair: Usman Khan CEO: Simon Weldon