



Trust Headquarters  
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Crawley  
West Sussex  
RH10 9BG

2025  
Internal Ref: 250602  
Email:

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

Dear ,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

### **FOI Request**

You asked us:

**Could you please provide the following details:**

- 1. The number of internet outages experienced at any of your trust's sites between 1 June 2024 and 1 June 2025 that lasted longer than 4 hours.**
- 2. For each incident, please include:**
  - a. The date and duration of the outage**
  - b. The affected site(s)**
  - c. The primary cause, if known (e.g., equipment failure, external provider issue, cyber incident) (If easily obtainable)**
  - d. Any significant operational impacts, such as disruptions to clinical systems or patient care (If easily obtainable)**

### **Formal Response**

The Trust confirms it holds the information you requested.

- 1. The number of internet outages experienced at any of your trust's sites between 1 June 2024 and 1 June 2025 that lasted longer than 4 hours.**

4 Internet outages that lasted longer than 4 hours

- 2. For each incident, please include:**
  - a The date and duration of the outage**
  - b The affected site(s)**



- c      The primary cause, if known (e.g., equipment failure, external provider issue, cyber incident) (If easily obtainable)**
- d      Any significant operational impacts, such as disruptions to clinical systems or patient care (If easily obtainable)**

We can confirm that the 4 outages did not occur at our core locations and there were no documented or known disruptions to operational delivery or patient care.

The Trust has elected to withhold more specific information as exempt from disclosure, under section 24 of the FOIA. This section concerns exemption from the individual right to receive information from a public authority, for the purpose of safeguarding national security [S.24 (1)]. Emergency services such as SECamb are considered to be priority targets, for criminals seeking to execute a targeted or wider system cyber or infrastructure attack.

### **Next steps**

Please note you will be able to source a lot of information which is made available on our website.

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