



Trust Headquarters
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Crawley
West Sussex
RH10 9BG

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1st August 2025
Internal Ref: 250729
Email:

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.

FOI Request

You asked us:

Please could I request the following information Under the Freedom of Information Act:

Question 1) The amount in pounds sterling your ambulance trust paid out in compensation and the number of instances when your ambulance trust paid out compensation in each of the financial years a) 2019/20, b) 2020/21, c) 2021/22, d) 2022/23, e) 2023/24, f) 2024/25.

Question 2) The amount in pounds sterling your ambulance trust paid out in compensation due to ambulance response time delays and the number of instances when your ambulance trust paid out compensation due to ambulance response time delays in each of the financial years a) 2019/20, b) 2020/21, c) 2021/22, d) 2022/23, e) 2023/24, f) 2024/25.

Question 3) The amount in pounds sterling your ambulance trust paid out in compensation due to ambulance response time delays where a patient died and the number of instances when your ambulance trust paid out compensation due to ambulance response time delays where a patient died in each of the financial years a) 2019/20, b) 2020/21, c) 2021/22, d) 2022/23, e) 2023/24, f) 2024/25.



Formal Response

The Trust confirms it does not hold the information you have requested, this is held by NHS Resolution.

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

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.

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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Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon