



Trust Headquarters
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www.secamb.nhs.uk

Internal Ref: 250808
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:

I would like to request the following information under the Freedom of Information Act.

- 1. Please could you tell me if the trust has observed an increase in mental health related 999 calls/contacts in the past year referred by police?**

- 2. If possible, please provide figures for the numbers of mental-health related calls referred by the police for each of the time periods listed below:**
 - a) January-July 2025**
 - b) January-July 2024**
 - c) January-July 2023**

- 3. Does the trust have a process of validating calls to check whether they need an ambulance response?**

- 4. If yes to question 3, please tell me which categories of calls are validated (1-5).**



5. If yes to question 3, please if possible tell me how long the process of validating calls has been in place?

Formal Response

The Trust confirms it holds the information you have requested.

I would like to request the following information under the Freedom of Information Act.

1. Please could you tell me if the trust has observed an increase in mental health related 999 calls/contacts in the past year referred by police?

SECAmb have observed an increase in the number of incidents categorised as “Mental Health & Addiction”.

2. If possible, please provide figures for the numbers of mental-health related calls referred by the police for each of the time periods listed below:

- a) January-July 2025**
- b) January-July 2024**
- c) January-July 2023**

From 1st April 2024 – 31st March 2025, 1.12% of calls categorised in our “Mental Health & Addiction” pathway are identified to have had their call source as “police”; to put this into context this is 705 incidents.

From 1st April 2025 – 19th August 2025, 1.16% of calls categorised in our “Mental Health & Addiction” pathway are identified to have had their call source as “police”; to put this into context this is 210 incidents.

3. Does the trust have a process of validating calls to check whether they need an ambulance response?

The Trust undertakes Category 3 / 4 ambulance validation as well as validating defined calls that fall within the C2 category through its C2 Segmentation process. C5 cases (non-ambulance dispositions) are also validated, and all patients are assessed and then referred on to the appropriate care pathway to meet their needs which may be an ambulance or referral to another service or given advice only over the phone.



4. If yes to question 3, please tell me which categories of calls are validated (1-5).

Select Category 2 / 3 / 4 and all Category 5 calls will receive validation.

5. If yes to question 3, please if possible tell me how long the process of validating calls has been in place?

C5 validation has been in place in the Trust since we commenced using NHS Pathways. The Trust commenced C3/4 validation on the 25th May 2021 as part of a national pilot. We commenced C2 Segmentation on the 6th September 2023.

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](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