



Trust Headquarters
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www.secamb.nhs.uk

Internal Ref: 250816
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 make the following Freedom of Information request.

1. Please provide figures for the numbers of Category 1 calls where the response times were:

- **Over 2 hours**
- **Over 6 hours**
- **Over 12 hours**
- **Over 24 hours**

Please provide data for each of the following years:

- **2025 so far**
- **2024**
- **2023**

2. Please provide figures for the numbers of Category 2 calls where the response times were:

- **Over 2 hours**
- **Over 6 hours**
- **Over 12 hours**



- **Over 24 hours**

Please provide data for each of the following years:

- **2025 so far**
- **2024**
- **2023**

3. Please provide figures for the numbers of Category 3 calls where the response times were:

- **Over 2 hours**
- **Over 6 hours**
- **Over 12 hours**
- **Over 24 hours**

Please provide data for each of the following years:

- **2025 so far**
- **2024**
- **2023**

4. Please provide figures for the longest three response times recorded for Category 1 calls for each month so far in 2025, up to July if possible. (Please provide figures for the three longest response times for each month).

5. Please provide figures for the longest three response times recorded for Category 2 calls for each month so far in 2025, up to July if possible. (Please provide figures for the three longest response times for each month).

6. Please provide figures for the longest three response times recorded for Category 3 calls for each month so far in 2025, up to July if possible. (Please provide figures for the three longest response times for each month).

7. Please provide figures for the longest three response times recorded for Category 4 calls for each month so far in 2025, up to July if possible. (Please provide figures for the three longest response times for each month).

Formal Response

The Trust confirms it holds the information you have requested.

Please see attached workbook – FOI 250826 1

The response times can include calls that were initially triaged as a lower category call before being upgraded to a higher category. When this happens, in line with reporting procedures, the corresponding clock start time does not change in some circumstances, resulting in longer response times being reported than other calls within the same category.



Response times for all ambulance services are published monthly - <https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

* Data blurring at less-than-5: The Trust can confirm that this information exists. However, where an output represents fewer than 5 individuals or incidents in the period requested, we have not provided exact figures. This practice is known as data blurring, which serves to mitigate against the risk of possible re-identification of individual data subjects via data recombination (sometimes referred to as jigsawing). This risk is assessed in accordance with the Information Commissioner's Office (ICO) *Anonymisation Code of Practice*, in relation to Section 40(2) of the FOIA 2000.

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