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[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

Internal Ref: 250819  
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:**

**From 2020 to 2024, how many times were taxis sent instead of ambulances to a 999 call?**

**How much did this cost in total?**

### **Formal Response**

The Trust confirms it holds the information you have requested.

**South East Coast ambulance Service does not use Taxis for any part of it's service delivery to patients.**

Taxis have only been used in various trials since 31/01/2022

Year	Taxi Incidents
2022	680
2023	344

Spend associated with Taxis for patients was:



Financial Year	Spend
2019-20	£0
2020-21	£0
2021-22	£9,279
2022-23	£0
2024-25	£0

Note: As an Ambulance Trust we do book taxis for patients that do not incur a cost to the service (e.g., paid for by the patient making their own way to a medical centre etc.).

### 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**