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RH10 9BG

Internal Ref: 250836  
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.

### **FOI Request**

You asked us:

#### **Request for Information: Duty of Candour Breaches**

- 1. Please provide the number of breaches of the statutory Duty of Candour recorded by your Trust during the financial year 2024/2025, and for each of the three previous financial years.**
- 2. For each breach, please provide:**
  - The nature of the incident (e.g., delay in disclosure, failure to apologise, etc.)**
  - Whether the breach was self-reported or identified through investigation**
  - Any enforcement action taken (e.g., internal disciplinary, CQC warning, fines)**
- 3. Please confirm whether the data is provided under the Open Government Licence or the Re-use of Public Sector Information Regulations 2015.**
- 4. If the information is provided under the Re-use of Public Sector Information Regulations 2015, as per Regulation 6, I would like to request re-use of the information for a news story.**

**I make my request in line with regulations and given my intended use, which will be commercial. As per Regulation 7, a public sector body must permit re-use of the information where a request has been made in accordance with Regulation 6.**

**Please confirm that you give permission for commercial re-use.**

### **Formal Response**

The Trust confirms it holds the information you have requested.



**1. Please provide the number of breaches of the statutory Duty of Candour recorded by your Trust during the financial year 2024/2025, and for each of the three previous financial years.**

2024/25	10
2023/24	2
2022/23	12
2021/22	8

**2. For each breach, please provide:**

- **The nature of the incident (e.g., delay in disclosure, failure to apologise, etc.)**

2024/25

- One was not attempted within the timeframe but was completed one day late.
- The remaining were attempted within the timeframe once contact details were available.

2023/24

- Two had challenges in obtaining the next of kin details.

2022/23

- Six had challenges obtaining the next of kin details.
- Four had contacts attempted within the timeframe but subsequent challenges in reaching the intended recipient.
- Two have no rationale provided.

2021/22

- All eight had contacts attempted within the timeframe but again challenges reaching the intended recipient.

- **Whether the breach was self-reported or identified through investigation**

All breaches were identified in real-time as part of Trust processes for undertaking and monitoring duty of candour compliance.

- **Any enforcement action taken (e.g., internal disciplinary, CQC warning, fines)**

Nil

**3. Please confirm whether the data is provided under the Open Government Licence or the Re-use of Public Sector Information Regulations 2015.**

The Open Government Licence does not cover the use of personal data. Anyone re-using personal data must comply with the Data Protection Principles set out in Article 5 of the [UK GDPR](#). Guidance on the general



application of Data Protection Law can be found on the [Information Commissioner's website](#).

- 4. If the information is provided under the Re-use of Public Sector Information Regulations 2015, as per Regulation 6, I would like to request re-use of the information for a news story.**

Please see response to Q3 above

### **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**



Saving Lives,  
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon