



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Tel: 0300 123 0999
www.secamb.nhs.uk

12th December 2025
Internal Ref: 250964
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.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

FOI Request

You asked us:

Dear South East Coast Ambulance Service NHS Foundation Trust,

I am inquiring as to how resources appear on the MDT /CAD system, I know some trusts use area denominators (like N for north then fleet code and H for HART and fleet code) and others like London vary depending on station and shift start time.

I am not asking for what your callsigns are, however I am asking how they are formatted, with what sort of prefixes you use and how numbers are allocated etc. I understand due to protective measures some elements may be protected so if you could provide as much detail as possible it would be greatly appreciated.

Formal Response

The Trust confirms it holds the information you have requested.

The Trust has carefully considered your request and for security reasons, we deem the information requesting call signs exempt by section 31(1) (a): prevention or



detection of crime. This section of the FOI Act can be applied by any public authority and in accordance with the regulator's guidance, can be used to withhold information that would make anyone, including the public authority itself, more vulnerable to crime for example disclosing security procedures. Our position is that the disclosure of specific call sign could potentially pose a risk to the security of staff which requires us to apply the relevant exemption.

We trust this information is helpful. If you require further clarification or have additional questions, please don't hesitate to contact us.

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**