



Trust Headquarters  
Nexus House  
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Crawley  
West Sussex  
RH10 9BG

30th January 2026  
Internal Ref: 251130  
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.

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

### **FOI Request**

You asked us:

Please provide the following information for the period **1 January 2024 to the date this request is processed**, relating to the Trust's operational escalation status

#### **1. Time-based escalation logs**

Please provide a time-based log showing all changes to the Trust's operational escalation level or 'REAP' level during this period, including:

- Date
- Time (to the nearest minute, if available)
- Escalation level in effect after the change (for example REAP 1, REAP 2 etc)

If your Trust does not use the REAP system, please provide the equivalent time-based escalation or capacity status log used to describe real-time operational pressure.

If the full logs are not available for each day, please instead provide the total duration spent at each escalation level per day.

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#### **2. Incidents of resource exhaustion ("no further resources available")**

For the same period, please provide the **daily number of incidents** where the Trust recorded that:

- No further deployable ambulances or response units were available, or
- No suitable crew or resource was immediately available to assign to an incident, or
- An equivalent status indicating that operational resources were exhausted.



This may be recorded under terminology such as (but not limited to): "no further resources available", "no deployable resources", "zero available ambulances", "resource exhaustion", "capacity breach", "no available crews"  
Please provide, for each day, the number of incidents recorded under such statuses. If the Trust uses a specific internal code or phrase for this scenario, please include a brief description of the term used.

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### **3. Definitions and criteria**

Please provide any guidance, policy documents or internal definitions that explain:

- The escalation level system used (REAP or equivalent);
  - The criteria for moving between escalation levels; and
  - The criteria or definitions used for recording incidents where no further resources were available.
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### **4. Format**

Please supply the requested data in a machine-readable electronic format such as Excel or CSV.

## **Formal Response**

**The Trust confirms it holds / confirms it holds part of / does not hold the information you have requested.**

### **1. Time-based escalation logs**

**Please provide a time-based log showing all changes to the Trust's operational escalation level or 'REAP' level during this period, including:**

- **Date**
- **Time (to the nearest minute, if available)**
- **Escalation level in effect after the change (for example REAP 1, REAP 2 etc)**

**If your Trust does not use the REAP system, please provide the equivalent time-based escalation or capacity status log used to describe real-time operational pressure.**

**If the full logs are not available for each day, please instead provide the total duration spent at each escalation level per day.**

- 02 January 2024
- 17 January 2024
- 02 April 2024
- 03 July 2024

Please find attached a spreadsheet which details a time-based log showing all changes to the Trust's Resource Escalation Action Plan (REAP) level during the period requested. Also attached are examples of internal communication detailing the change in REAP level on the following dates –



- 02 January 2024
- 17 January 2024
- 02 April 2024
- 03 July 2024

### **Next steps**

We publish a variety of information which may assist future enquiries relating to our service on our website – [www.secamb.nhs.uk](http://www.secamb.nhs.uk).

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](http://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](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