



Trust Headquarters
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RH10 9BG

Tel: 0300 123 0999
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13th January 2025
Internal Ref: 260110
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

For each month starting December 2022 up to and including December 2025, please provide the average time resources have spent at the various stages of the call cycle.

For all emergency incidents resulting in a response arriving at the scene of the incident:

1. Time on Task All: Vehicle mobile to vehicle clear (exclude vehicles stood down before arrival)
2. Time on Task S&T: Vehicle mobile to vehicle clear for incidents where patient discharged at the scene (exclude vehicles stood down before arrival)
3. Time on Task S&C: Vehicle mobile to vehicle clear for incidents where patient transported to hospital (exclude vehicles stood down before arrival)
4. Time at scene All: Vehicle arrived at scene to vehicle left scene or clear at scene
5. Time at scene S&T: Vehicle arrived at scene to vehicle clear for incidents where patient discharged at the scene
6. Time at scene S&C: Vehicle arrived at scene to vehicle left scene for incidents where patient transported to hospital
7. Hospital Turnaround: Vehicle arrived at hospital to vehicle clear at hospital

Please provide the data .csv or.xls format in a table using the following headings..

MM/YYY	Average Time	Time on	Time on	Time on	Time at	Time at	Time at Scene - S&C	Hospital Turnaround
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	per Incident	Task - All	Task - S&T	Task - S&C	Scene - All	Scene - S&T		
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Formal Response

For each month starting December 2022 up to and including December 2025, please provide the average time resources have spent at the various stages of the call cycle.

For all emergency incidents resulting in a response arriving at the scene of the incident:

1. Time on Task All: Vehicle mobile to vehicle clear (exclude vehicles stood down before arrival)
2. Time on Task S&T: Vehicle mobile to vehicle clear for incidents where patient discharged at the scene (exclude vehicles stood down before arrival)
3. Time on Task S&C: Vehicle mobile to vehicle clear for incidents where patient transported to hospital (exclude vehicles stood down before arrival)
4. Time at scene All: Vehicle arrived at scene to vehicle left scene or clear at scene
5. Time at scene S&T: Vehicle arrived at scene to vehicle clear for incidents where patient discharged at the scene
6. Time at scene S&C: Vehicle arrived at scene to vehicle left scene for incidents where patient transported to hospital
7. Hospital Turnaround: Vehicle arrived at hospital to vehicle clear at hospital

Please provide the data .csv or.xls format in a table using the following headings..

Date range: 01/12/2022 - 31/12/2025

Durations provided in HH:MM:SS

YYYY-MM	Time on Task All	Time on Task S&T	Time on Task S&C	Time at scene All	Time at scene S&T	Time at scene S&C	Hospital Turnaround
2022-12	1:43:43	1:22:59	1:55:31	0:54:17	1:08:55	0:45:59	0:43:16
2023-01	1:39:30	1:22:57	1:48:29	0:53:11	1:09:43	0:44:12	0:37:35
2023-02	1:38:11	1:21:48	1:46:49	0:52:08	1:08:22	0:43:36	0:36:26
2023-03	1:38:53	1:22:06	1:47:33	0:52:04	1:08:25	0:43:38	0:37:07
2023-04	1:37:13	1:23:15	1:44:29	0:52:17	1:10:04	0:43:02	0:34:50
2023-05	1:35:45	1:20:00	1:43:56	0:50:34	1:06:54	0:42:04	0:34:53
2023-06	1:35:35	1:18:42	1:44:18	0:49:49	1:04:57	0:42:02	0:34:45
2023-07	1:35:15	1:19:07	1:43:14	0:49:44	1:05:34	0:41:55	0:34:06



2023-08	1:35:01	1:18:26	1:43:36	0:49:34	1:04:53	0:41:39	0:34:36
2023-09	1:35:37	1:18:47	1:44:31	0:49:53	1:05:02	0:41:53	0:35:02
2023-10	1:36:45	1:19:46	1:45:43	0:50:32	1:06:07	0:42:20	0:35:50
2023-11	1:37:16	1:20:49	1:45:58	0:51:08	1:06:58	0:42:47	0:35:15
2023-12	1:37:23	1:20:34	1:46:46	0:51:55	1:07:05	0:43:28	0:36:27
2024-01	1:37:10	1:20:42	1:46:31	0:52:01	1:07:33	0:43:13	0:36:15
2024-02	1:37:44	1:21:53	1:46:22	0:51:59	1:08:30	0:43:01	0:36:12
2024-03	1:36:45	1:21:11	1:45:08	0:51:38	1:07:52	0:42:54	0:35:22
2024-04	1:37:27	1:21:34	1:45:59	0:52:03	1:08:37	0:43:10	0:36:04
2024-05	1:36:29	1:19:59	1:45:17	0:51:16	1:06:54	0:42:55	0:35:27
2024-06	1:35:52	1:19:33	1:44:29	0:51:02	1:06:19	0:42:59	0:35:18
2024-07	1:35:51	1:19:54	1:44:26	0:51:07	1:06:24	0:42:55	0:35:01
2024-08	1:34:33	1:18:29	1:43:17	0:50:47	1:05:29	0:42:50	0:34:23
2024-09	1:36:30	1:19:39	1:45:25	0:50:54	1:06:04	0:42:55	0:35:14
2024-10	1:37:46	1:21:08	1:46:38	0:51:45	1:07:29	0:43:23	0:36:05
2024-11	1:37:50	1:21:34	1:46:24	0:51:50	1:08:01	0:43:19	0:35:35
2024-12	1:37:53	1:21:34	1:46:58	0:52:23	1:07:59	0:43:45	0:36:25
2025-01	1:38:40	1:22:37	1:47:53	0:53:30	1:09:29	0:44:21	0:36:47
2025-02	1:38:22	1:22:27	1:47:10	0:53:03	1:09:17	0:44:06	0:36:09
2025-03	1:36:34	1:20:53	1:45:06	0:51:56	1:08:02	0:43:11	0:35:20
2025-04	1:34:49	1:20:19	1:42:22	0:51:15	1:08:11	0:42:25	0:34:37
2025-05	1:34:32	1:19:54	1:42:16	0:50:57	1:07:22	0:42:18	0:34:12
2025-06	1:34:26	1:20:07	1:42:00	0:50:37	1:07:17	0:41:50	0:34:11
2025-07	1:32:17	1:19:28	1:39:14	0:50:34	1:06:39	0:41:53	0:31:14
2025-08	1:32:16	1:20:08	1:38:51	0:51:02	1:07:26	0:42:10	0:30:36
2025-09	1:34:03	1:22:06	1:40:26	0:51:45	1:08:58	0:42:35	0:30:56
2025-10	1:35:00	1:22:53	1:41:28	0:52:24	1:09:56	0:43:03	0:31:37
2025-11	1:34:29	1:22:36	1:40:47	0:52:24	1:09:50	0:43:10	0:30:47
2025-12	1:34:50	1:23:24	1:41:15	0:53:12	1:10:37	0:43:26	0:31:23

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



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Chair: Michael Whitehouse CEO: Simon Weldon

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://ico.org.uk/for-organisations/about-the-ico/information-commissioner) (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**



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