



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

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

5th February 2026
Internal Ref: 260124
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

I am requesting this information under the Freedom of Information Act.

Could you please provide data in response to the following questions:

1. What are the longest waiting times for an ambulance to arrive for your Ambulance Trust patients for the past three calendar years? (Broken down by years 2023, 2024, 2025)
 - 1a) If possible, please break down by age of patient.
 - 1b) If possible, please break down by severity of harm.



Formal Response

I am requesting this information under the Freedom of Information Act.

Could you please provide data in response to the following questions:

1. What are the longest waiting times for an ambulance to arrive for your Ambulance Trust patients for the past three calendar years? (Broken down by years 2023, 2024, 2025)

1a) If possible, please break down by age of patient.

1b) If possible, please break down by severity of harm.

Our response times can include calls that were initially triaged as a lower category call before being upgraded to a higher category. When this happens, in line with reporting procedures, the corresponding clock start time does not change in some circumstances, resulting in longer response times being reported than other calls within the same category.

In response to the question on severity of harm (1b), this is determined through our ambulance dispatch categorisation system (Categories 1–4). Category 1 incidents involve life-threatening, time-critical conditions such as cardiac arrest, airway obstruction, or severe anaphylaxis. At the other end of the scale, Category 4 incidents are non-urgent and non-life-threatening, for example minor falls or vomiting.

Year	Age Range	LongestWaitingTime Cat1	LongestWaitingTime Cat2	LongestWaitingTime Cat3	LongestWaitingTime Cat4
2023	Under 15	03:52:30	05:30:54	18:45:14	12:41:47
2023	15-44	07:49:28	13:32:02	04:12:50	22:59:56
2023	45-64	03:57:02	17:05:14	21:44:54	22:41:37
2023	65-74	04:17:07	12:03:20	23:16:07	23:58:51
2023	75-84	01:08:27	13:48:48	00:48:02	23:41:03
2023	85+	07:23:00	10:57:06	21:44:40	07:52:31
2024	Under 15	02:05:44	05:36:12	17:03:42	17:58:15



2024	15-44	01:27:02	10:28:54	19:36:48	16:04:09
2024	45-64	01:19:39	10:01:08	21:04:45	18:38:58
2024	65-74	04:05:21	09:17:57	04:03:45	20:58:37
2024	75-84	09:21:44	12:41:29	23:09:52	20:13:00
2024	85+	01:00:01	14:51:22	02:09:46	18:59:44
2025	Under 15	01:32:02	07:26:51	16:07:52	17:58:56
2025	15-44	05:52:10	11:37:03	19:35:30	17:41:39
2025	45-64	03:59:13	08:12:20	21:28:29	20:54:54
2025	65-74	00:45:15	06:54:12	20:36:04	21:28:58
2025	75-84	01:14:40	06:46:26	21:13:57	21:07:36
2025	85+	01:45:22	07:39:14	22:44:06	20:19:03

Date Range: 01/01/2023 - 31/12/2025

LongestWaitingTimeCat1 - The Longest Wait Time for a CAT 1 Ambulance

LongestWaitingTimeCat2 - The Longest Wait Time for a CAT 2 Ambulance

LongestWaitingTimeCat3 - The Longest Wait Time for a CAT 3 Ambulance

LongestWaitingTimeCat4 - The Longest Wait Time for a CAT 4 Ambulance

Note:

In regards to the question relating to the severity of harm CAT 1 Ambulances are incidents with the most severe risk/need and then they work down towards CAT 4 where the risk and urgency are usually far less

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](https://www.ico.org.uk) (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**



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon