



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

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

11th February 2026
Internal Ref: 260128
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

Please provide the following information for the South East Coast Ambulance Service:

1. **The number of assaults reported against lone-working responders** (including, but not limited to, solo paramedics, community first responders, and other single-crewed staff) for each of the last **five calendar years** (or financial years, if easier to retrieve).
2. If recorded, please provide a brief breakdown of:

Role of the staff member involved (e.g., paramedic, technician, CFR)

3. Any **policies or guidance** currently in place regarding lone working and staff safety during single-crewed deployment.

If any part of this request exceeds the cost limit, please provide the information that can be supplied within the statutory limit.

Thank you in advance for your assistance. I look forward to your response.



Formal Response

Please provide the following information for the South East Coast Ambulance Service:

- 1. The number of assaults reported against lone-working responders (including, but not limited to, solo paramedics, community first responders, and other single-crewed staff) for each of the last five calendar years (or financial years, if easier to retrieve).**

Under Section 12 of the Freedom of Information Act 2000, the Trust is not obliged to comply with your request if we estimate that the cost of doing so would exceed the appropriate limit.

The limit is set by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 and is currently £450, which equates to 18 hours of staff time.

After reviewing your request, we have determined that fulfilling it would exceed this limit. Therefore, we are refusing your request under Section 12 of the Act.

- 2. If recorded, please provide a brief breakdown of:**

Role of the staff member involved (e.g., paramedic, technician, CFR)

Under Section 12 of the Freedom of Information Act 2000, the Trust is not obliged to comply with your request if we estimate that the cost of doing so would exceed the appropriate limit.

The limit is set by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 and is currently £450, which equates to 18 hours of staff time.

After reviewing your request, we have determined that fulfilling it would exceed this limit. Therefore, we are refusing your request under Section 12 of the Act.

- 3. Any policies or guidance currently in place regarding lone working and staff safety during single-crewed deployment.**

Section 21 of the Freedom of Information Act exempts information that is reasonably accessible to the applicant by other means. If the requested material



is already publicly available or can be obtained without undue difficulty, we are not required to provide it under FOIA.

In such cases, we will confirm that we hold the information and provide details of where and how it can be accessed, ensuring compliance with the Act while avoiding duplication

This information can be found here - <https://www.secamb.nhs.uk/wp-content/uploads/2024/09/Lone-Worker-Policy.pdf>

If any part of this request exceeds the cost limit, please provide the information that can be supplied within the statutory limit.

Thank you in advance for your assistance. I look forward to your response.

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**



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon