



Trust Headquarters
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West Sussex
RH10 9BG

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

18th February 2026
Internal Ref: 260136
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 would like to request the following information under the Freedom of Information Act.

1. Please provide figures for the number of mental health calls transferred by police by each month from January 2023 to the latest month for which figures are available (Eg Jan 2023, Feb 2023, March 2023 etc... to Jan 2026)

2. Has the trust brought in any policies or guidance to deal with a potential increase in mental health calls following on from the Right Care, Right Person policy since January 2023? If yes, please provide details or attach any relevant policies.

Formal Response



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon

I would like to request the following information under the Freedom of Information Act.

**1. Please provide figures for the number of mental health calls transferred by police by each month from January 2023 to the latest month for which figures are available
(Eg Jan 2023, Feb 2023, March 2023 etc... to Jan 2026)**

Please find within the attached spreadsheet.

2. Has the trust brought in any policies or guidance to deal with a potential increase in mental health calls following on from the Right Care, Right Person policy since January 2023? If yes, please provide details or attach any relevant policies.

No new policies or specific guidance has been introduced in response to the implementation of Right Care Right Person. The Trust has not identified any increase in mental health-related calls that can be directly attributed to the initiative.

All Trust policies and procedures are available on the Trust website. Please [click here](#) to access them.

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.



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon

Yours sincerely,

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**



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Serving Our Communities

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