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17th February 2026
Internal Ref: 260144
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.

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

FOI Request

Dear South East Coast Ambulance Service NHS Foundation Trust,

This research relates to NHS 111 contracts. Please provide responses to the following questions.

1. Which areas (defined by ICB areas or other NHS boundaries) do you provide 111 services for?
2. When did your current contract to provide these services commence (month/ year)?
3. What is the duration of the current contract, or when does the contract end?
4. Are there potential extension periods to this contract?
5. Is this contract part of a larger contract, which for example includes operating urgent care centres? If Yes, please list the other service categories included in the contract?
6. How many 111 calls were handled under the contract(s) during the NHS financial year 2024/25?
7. What was the value of the contract (to the nearest 10% - we are not seeking commercially



sensitive information) during the NHS financial year 2024/25?

Formal Response

1. Which areas (defined by ICB areas or other NHS boundaries) do you provide 111 services for?

Sussex, Kent and Medway.

2. When did your current contract to provide these services commence (month/ year)?

October 2020.

3. What is the duration of the current contract, or when does the contract end?

April 2027.

4. Are there potential extension periods to this contract?

Yes, there are potential extension periods of this contract. The Kent & Medway ICB and Sussex ICB are the lead commissioners working on behalf of Kent & Medway and Sussex ICB to provide 111 calls to these areas. If they have not established a redesign of the Specification then they will potentially offer a Contract Extension again.

5. Is this contract part of a larger contract, which for example includes operating urgent care centres? If Yes, please list the other service categories included in the contract?

Yes, the Clinical Assessment Service (CAS) service is part of the overall Integrated Care contract

6. How many 111 calls were handled under the contract(s) during the NHS financial year 2024/25?

Calls Answered 24-25: 960,523 PLUS national resilience: 107,301, TOTAL: 1,157,480

7. What was the value of the contract (to the nearest 10% - we are not seeking commercially sensitive information) during the NHS financial year 2024/25?

£28,292,000

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