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6th February 2026
Internal Ref: 260153
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

This is a request from BBC News to your ambulance trust for the following information using the FOI Act:

As of the 1st January 2026

How many addresses are marked as a risk for ambulance crews to attend due to the potential for physical or verbal abuse?

How many of these addresses are marked as unsafe for ambulances to attend without a police escort?

For each of the following calendar years 2025, 2024, 2023, 2022 and 2021

How many physical assaults on ambulance staff have been recorded?



Formal Response

This is a request from BBC News to your ambulance trust for the following information using the FOI Act:

As of the 1st January 2026

How many addresses are marked as a risk for ambulance crews to attend due to the potential for physical or verbal abuse?

At the time of this request, our Computer Aided Dispatch (CAD) system has 121 active amber markers and 200 active red markers. These markers are applied following verified reports from staff or other reliable sources such as fellow emergency services and consist of:

- Physical violence
- Verbal aggression or threatening behaviour
- Behaviour that creates or contributes to an unsafe environment for ambulance staff
- Other inappropriate conduct that may pose a risk during attendance.

Amber and red markers represent differing levels of assessed risk. Amber markers indicate that caution should be exercised based on previous incidents or concerns and red markers signal a higher level of risk, often linked to more serious or repeated incidents.

How many of these addresses are marked as unsafe for ambulances to attend without a police escort?

It is important to note that the presence of a CAD marker does not prevent ambulance staff from attending an emergency call. These markers serve purely as safety information to support situational awareness and decision-making.

Where appropriate, we may liaise with local police forces to share relevant information and agree an approach plan. This is undertaken on an individual case by case basis, ensuring that both staff safety and patient needs are appropriately considered. All markers undergo regular review to ensure they remain accurate, proportionate, and up to date.

For each of the following calendar years 2025, 2024, 2023, 2022 and 2021

How many physical assaults on ambulance staff have been recorded?

2021 - 242

2022 - 221

2023 - 272

2024 - 331

2025 – 326

(Per Year)

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