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Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

4th March 2026  
Internal Ref: 260206  
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 hope you're well. Pursuant to S1 of the Freedom of Information Act 2000 ("the Act"), I am writing to make a request for the below outlined information.

I am looking to find details of waiting times since 2023. I would like to know:

- The response time to every 999 call assessed at Category 4 or more serious (C1, C1T, C2, C3, C4) between 1 January 2023 and 31 December 2025, including the date, category of the call and postcode district.

Please note, this data has been released in the past. I am hoping to create something similar - I hope you can help.

In accordance with S11(1) of the Act, I would like this information presented to me via an Excel document, sent to me via email please.

If my request is denied in whole or part, I ask that you justify all deletions by reference to specific exemptions of the act. I also expect you to release all non-exempt material.

### **Formal Response**



Saving Lives,  
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon

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Please see attached spreadsheet for response. Please note that for some of the longer response times recorded for category 1 or 2 calls can be as a result of upgrading a lower category call to these higher categories following a subsequent call or assessment.

### 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](mailto: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/foicomplaints) (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](https://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**



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Serving Our Communities

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