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[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

16th February 2026  
Internal Ref: 260214  
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 & Formal Response**

**I am writing to make a request for all the information to which I am entitled under the The Freedom of Information Act 2002. Please may you provide me with the following:**

- 1. Please state how many deceased were collected by Pure Cremations in the 2025 calendar year from your mortuary site(s)?**

SECamb is an Ambulance Trust and does not have any mortuary sites therefore, this question is not applicable to the Trust.

- 2. A) Does your hospital trust mortuary service have any rules on how quickly bodies must be collected by funeral directors? B) If so, please state on how many occasions in the 2025 calendar year Pure Cremations exceeded this.**

SECamb is an Ambulance Trust and does not have a mortuary service therefore, this question is not applicable to the Trust.

- 3. What were the ten longest delays in these collections in the calendar year 2025? (in days)**

Not applicable to the Trust.



**4. Have you made any written complaints from your head of mortuary services to Pure Cremations? If so, can you provide a copy of these complaints?**

Not applicable to the Trust.

**I would like the above information to be provided to me in a table format on a searchable document or spreadsheet.**

**If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.**

**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](#) (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](http://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