



Trust Headquarters
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17TH March 2026
Internal Reference: 260222
Email:

Dear ,

Thank you for your request for information, which we received on **17/02/2026**. We have considered your request under the Freedom of Information Act 2000. **Please ensure you quote the Internal Reference number above in any future correspondence.**

Your Request

For the purposes of this request, and in accordance with the relevant requirements, we set out the background, notwithstanding that this will be familiar to you. The request relates to the attendance of the ambulance to our client on 30 November 2024 at the above address. The relevant timings are as follows:

01.52	A careline service which supports the residents of our client's flat first called you describing "excruciating pain in his left leg". They mentioned that he was a wheelchair user. They advised that the pain had been increasing over the course of the previous evening. Further details were provided such as his age and that he lives alone
06.04	Careline chases you as an ambulance fails to arrive.
07.06	As above.
10.18	As above.



11:27	As above.
12:46	Ambulance arrives nearly 11 hours after the first call.
16:36	Our client is blue lighted to Frimley Park Hospital.

We therefore write to the request the following:

Confirmation of the number of ambulances in service during the material period our client was waiting for an ambulance.

Formal Response

For the purpose of this FOI we have assumed “in service” is defined as the number of ambulances that were operational at a point in time and not booked out of service or without a crew available to staff the vehicle.

At 01.52 the Trust had 96 ambulances “in service” and at 12.46 the Trust had 227 ambulances “in service”. This figure is for the whole of the Trusts service area which covers Kent, Sussex and Surrey. These vehicles that are “in service” could have also been pre-assigned/allocated to other calls at this point in time.

Next steps

Some information held by the Trust is routinely published on our [website](#) and may be of assistance.

If you are dissatisfied with the Trust’s response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

Richard Banks, Head of Corporate Governance at FOI@secamb.nhs.uk

The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust’s Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.

If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commissioner’s Office (ICO). The ICO generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the ICO's website:
www.ico.org.uk/foicomplaints

Alternatively, you may write to:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Yours sincerely,

Corporate Governance Team
South East Coast Ambulance Service NHS Foundation Trust



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon