



Trust Headquarters  
Nexus House  
4 Gatwick Road  
Crawley  
West Sussex  
RH10 9BG

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

25<sup>th</sup> March 2026  
Internal Reference: 260329  
Email:

Dear ,

Thank you for your request for information, which we received on **11/3/2026**. 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

- The total number of emergency callouts which came through the [999 BSL](#) service that resulted in an ambulance being dispatched by your service in 2022, 2023, 2024 and 2025
  - Please provide a separate figure for each individual year - e.g. 100 in 2022, 37 in 2023, etc
- The total number of emergency callouts which came through the [999 BSL](#) service that resulted in an ambulance being dispatched by your service **specifically where a BSL interpreter was also used / employed / contracted to be present at the scene of the emergency (AFTER the dispatch)** (either in-person or virtually e.g. computers on wheels, facetime, etc) in 2022, 2023, 2024 and 2025
  - Again, please provide a separate figure for each individual year

### Formal Response

Please see below table:



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Year	999 BSL	999 BSL & Interpreter Used At Scene	All BSL	All Interpreter Used At Scene
2022	1	1	2	1
2023	1	0	4	1
2024	1	0	2	0
2025	1	0	6	1
Grand Total	4	1	14	3

Date range: 01/01/2022 - 31/12/2025

Counts provided for where 999 BSL was recorded in the caller's name, but also where there was any mention as part of the caller's name.

To determine if an interpreter was used at the scene of the patient notes and secondary survey notes have been reviewed on the electronic patient clinical record.

### 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](mailto: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](http://www.ico.org.uk/foicomplaints)

Alternatively, you may write to:



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Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Yours sincerely,

**Corporate Governance Team**  
South East Coast Ambulance Service NHS Foundation Trust



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