



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

Tel: 0300 123 0999
www.secamb.nhs.uk

9th April 2026
Internal Reference: 260325
Email:

Dear ,

Thank you for your request for information, which we received on **10/03/2026**. 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 & our Formal Response

I am writing to request information under the Freedom of Information Act 2000 concerning the impact of recent and ongoing major roadworks and transport infrastructure projects within the South East Coast Ambulance Service NHS Foundation Trust (SECAMB) catchment area. Recent news reports have highlighted the growing financial pressures faced by councils and NHS trusts due to large-scale infrastructure works, and I am interested in understanding how these projects have affected ambulance operations and response times.

Specifically, I request the following information for the period from 1 January 2023 to the date of this request:

1. A list of all major transport infrastructure projects and roadworks which have been formally identified by SECAMB as likely to significantly impact ambulance operations or response times, including (but not limited to) new road construction, major resurfacing, traffic management scheme rollouts, or changes to key arterial routes.

We are unable to provide a list of all major transport infrastructure projects and roadworks formally identified by SECAMB as likely to significantly impact ambulance operations or response times, as the cost of complying with this part of your request would exceed the appropriate limit set out under section 12 of the Freedom of Information Act 2000. Section 12 applies where the Trust estimates that the cost of



determining whether the information is held, locating, retrieving, and extracting it would exceed the statutory time and cost limits.

2. Any internal SECAMB reports, risk assessments, or briefing papers relating to the anticipated or actual impact of the above roadworks and transport projects on ambulance response times, rota coverage, or service delivery.

We are unable to provide any internal SECAMB reports, risk assessments, or briefing papers relating to the anticipated or actual impact of major roadworks and transport projects on ambulance response times, rota coverage, or service delivery, as the cost of complying with this part of your request would exceed the appropriate limit set out under section 12 of the Freedom of Information Act 2000.

Section 12 applies where the Trust estimates that the cost of determining whether the information is held, locating, retrieving, and extracting it would exceed the statutory time and cost limits.

3. Copies of any contracts, memoranda of understanding, or service level agreements between SECAMB and local authorities, private contractors, or the Department for Transport in relation to consultation, mitigation, or management of roadworks affecting ambulance access.

The Trust does not hold this information centrally. While such information may exist at local operational level, determining whether it is held, and locating and extracting it across multiple operating units, would exceed the appropriate limit set out under section 12 of the Freedom of Information Act 2000. Section 12 applies where the Trust estimates that the cost of determining whether the information is held, locating, retrieving, and extracting it would exceed the statutory time and cost limits.

4. Minutes and agendas of meetings (including, but not limited to, Trust Board, operations management, or liaison meetings with external bodies) where the impacts of roadworks or transport infrastructure projects on ambulance operations were discussed.

The Trust does not hold this information centrally. While such information may exist at local operational level, determining whether it is held, and locating and extracting it across multiple operating units, would exceed the appropriate limit set out under section 12 of the Freedom of Information Act 2000. Section 12 applies where the Trust estimates that the cost of determining whether the information is held, locating, retrieving, and extracting it would exceed the statutory time and cost limits.

5. Any correspondence (email chains, letters, memos) between SECAMB and local councils, Highways England/National Highways, or private contractors regarding mitigation of the impact of specific roadworks or infrastructure projects on ambulance response routes.

The Trust does not hold this information regarding mitigation of the impact of specific roadworks or infrastructure projects on ambulance response routes.

6. Datasets showing monthly ambulance response times (category 1 and 2 incidents, by postcode area) for areas directly affected by major roadworks, alongside internal analyses or reviews attributing any delays to specific infrastructure works.

The Trust does not hold data for roadwork locations or durations and therefore cannot provide response times meeting this criteria.

7. Copies of any financial records, budget assessments, or internal forecasts that reference extra costs or resource pressures for SECAMB directly linked to transport infrastructure projects or roadworks.

The Trust does not have any reference to transport infrastructure as part of its financial ledger nor has reference to such in its budget reports or internal forecasts.

8. Copies of any updated protocols, guidelines, or policy documents concerning ambulance route planning or operations issued as a result of recent or ongoing roadworks.

The Trust does not hold this information.

In estimating the cost of compliance, the Trust has considered the request as a whole. The information requested would require extensive manual searches across multiple operational units, teams, and record systems, as the Trust does not maintain a central register or consolidated dataset covering the matters described. The cumulative time required to determine whether the information is held, locate, retrieve, and extract the information would exceed the appropriate limit set out under section 12 of the Act.

Advice and assistance (Section 16 of the Freedom of Information Act 2000)

In accordance with section 16 of the Freedom of Information Act 2000, the Trust has considered what advice and assistance it can provide to help you submit a request that may fall within the appropriate cost limit.

The primary factors contributing to the estimated cost of compliance is the timeframe requested.

To reduce the scope of the request, you may wish to consider refining it in one or more of the following ways:

- limiting the request to a single calendar or financial year
- limiting to a single county or operating unit
- limiting to Board-level discussions only

While we cannot guarantee that a refined request would fall within the cost limit, we would be happy to consider any revised request you may wish to submit.

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