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10th June 2026
Internal Reference: 260515
Email:

Dear ,

Thank you for your request for information, which we received on **18/05/2026**.
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

Under the Freedom of Information Act 2000, please provide anonymized statistical data regarding 999 emergency ambulance dispatches to the Lidl Regional Distribution Centre located in Northfleet (postcode DA11 9BU).

Search Parameters to Avoid Data Limitations: I am aware that emergency incident locations are often logged by paramedics using free-text industrial descriptors rather than exact corporate postcodes, particularly if the incident involves an HGV driver or occurs outside the main building footprint.

Therefore, to accurately capture the dispatch volume, I request that your data team queries the Computer Aided Dispatch (CAD) system and Electronic Patient Record (EPR) databases for incidents where the "Incident Location", "Address", or "Paramedic Free-Text Notes" fields contain any of the following strings:

- "DA11 9BU"
- "Lidl" AND "Northfleet"
- "Lidl" AND "Gravesend"
- "Lidl RDC" OR "Lidl Warehouse"
- "Crete Hall Road" AND "Lidl"
- "Lidl loading bay" OR "Lidl yard"

- "Lidl car park" OR "rear of Lidl"

Timeframe: 01 January 2014 to 01 May 2026.

Requested Data Points (Anonymized): To comply strictly with Section 40 of the Data Protection Act, I do not request any patient-identifiable data. Please provide a statistical spreadsheet outlining:

1. The total number of 999 emergency ambulance dispatches matching the above criteria.
2. The date of each dispatch.
3. The initial CAD Dispatch Category / Chief Complaint (e.g., Trauma, Cardiac Arrest, Unconscious, Fall/Crush Injury).
4. The Clinical Outcome / Conveyance Status for each incident (e.g., "Treated at Scene", "Conveyed to Darent Valley Hospital", "Pronounced Deceased at Scene").
5. **The total number of 999 calls originating from this location that were subsequently classified as "Cancelled by Caller", "Stood Down", or "Cancelled En Route" prior to the ambulance arriving on scene.**

Pre-empting Section 12 (Cost of Compliance): If querying the free-text fields for a 12-year period exceeds the 18-hour statutory limit, please treat this as a formal request under Section 16 (Duty to Assist) to narrow the timeframe. Rather than issuing a Section 12 refusal, please process the data for the most recent continuous timeframe that fits within your limit (e.g., Jan 2020 – May 2026).

To assist your coordinator and data-analytics team in efficiently validating and extracting the requested metrics within the active statutory timeframe, I am providing vital supplemental context issued to me today.

Today, 20th May 2026, the NHS Kent and Medway Integrated Care Board (ICB) formally responded to my structural data query under reference FOI.26.KAM092. Acting under their Section 16 duty to provide advice and assistance, the ICB executive team explicitly confirmed on the record that full postcode-level emergency dispatch and CAD data for DA11 9BU is fully held and accessible within SECAMB's databases.

I am adding this formal ICB determination to this active thread to ensure your team can streamline the retrieval of the anonymized, aggregated numbers and free-text strings requested.

Formal Response

The Trust does not hold information **for the period requested in 2026 up to 1 May 2026**. Please refer to the enclosed spreadsheet for the information held for the remainder of the requested timeframe.





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

