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20 August 2026
Internal Reference: 260743
Email:

Dear ,

Thank you for your request for information, which we received on **20/07/2026**.
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.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

Your Request

1. How many non-NHS organisations have you employed in each of the last five years to answer 999 calls?

Non NHS organisations should include charities, not for profits, community interest companies and private companies.

The figures should cover the following financial years:

- i) 2020/21,
- ii) 2021/22,
- iii) 2022/23,
- iv) 2023/24

v) 2024/25

2. Which non-NHS organisations do you currently use to answer 999 calls?

-- Please name all such organisations - including charities, not for profits, community interest companies and private companies

3. Which non-NHS organisations did you use in 2020/21 to answer 999 calls?

-- Please name all such organisations - including charities, not for profits, community interest companies and private companies

4. How many 999 calls in total did you answer during the financial years 2020/21, 2021/22, 2022/23, 2023/24 and 2024/25?

5.. How many of your 999 calls were answered by a) one of your crews b) a crew of a charity/not for profit and c) the crew of a private company?

The figures should cover the following financial years:

i) 2020/21,

ii) 2021/22,

iii) 2022/23,

iv) 2023/24

v) 2024/25





Formal Response

For questions 1, 2, 3 and 5, the Trust does not outsource the handling of 999 calls. In response to question 5 specifically, no 999 calls were answered by another charity, non-profit organisation, community interest company, or private company.

For question 4 The requested information is available within the Ambulance Quality Indicators published by NHS England, under metric A1 which shows all 999 call answered, the values are available for all ambulance Trusts in England. These can be accessed via the link below.

[Statistics » Ambulance Quality Indicators](#)

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: Colin Dennis, Interim CEO: Jen Allan