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19 August 2026
Internal Reference: 260748
Email:

Dear ,

Thank you for your request for information, which we received on **22/07/2026**.
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.

Your Request

Please could you provide the number of 999 calls your ambulance service received each day from 11th June to 20th July 2026. If possible if this could be split by the hour, type of incident, and category that would be great.

Formal Response

Please refer to the enclosed supporting document.

The Trust can confirm that this information exists. However, where an output represents fewer than 5 individuals or incidents in the period requested, we have not provided exact figures. This practice is known as data blurring, which serves to mitigate against the risk of possible re-identification of individual data subjects via data recombination (sometimes referred to as jigsawing). This risk is assessed in accordance with the Information Commissioner's Office (ICO) Anonymisation Code of Practice.



For further guidance with the type of information shared, the same type of incident can have a different ambulance category because the category is based on how urgent the patient's condition is, not just the incident type.

For example, two calls may both be recorded as a "fall", but one patient may be alert with minor injuries, while another may be unconscious or seriously injured. These would need different levels of ambulance response.

This means the same incident category can appear under different ambulance categories depending on the details given during the 999 call and the patient's condition at the 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: Colin Dennis, Interim CEO: Jen Allan