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25 August 2026
Internal Reference: 260755
Email:

Dear ,

Thank you for your request for information, which we received on 28/07/2026.
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

I am writing to you under the Freedom of Information Act 2000 to request information about the use of taxis for patients in your trust. Please could you provide the information below for the last five calendar years separately?

For the purposes of this request, I am seeking a journey in a taxi, private hire vehicle or similar non-ambulance commercial vehicle, paid for or arranged by the trust, used to convey a patient to a hospital or other care setting following a 999 call.

I am not seeking planned non-emergency patient transport services (NEPTS), hospital discharge transport, staff travel, or transport of equipment or samples.

1. What was the Trust's total expenditure on taxi journeys, as defined above? (One figure per year.)
2. How many taxi journeys were undertaken? (One figure per year.)
3. Of those journeys, how many involved a patient whose call had been triaged as Category 1, Category 2, Category 3, Category 4 and Category 5 respectively? (Five figures per year.)



If any part of this request would exceed the cost limit under section 12, please answer the remaining parts and advise me on how the request could be narrowed to fall within the limit, in line with your section 16 duty. Please do not refuse the request in its entirety.

Formal Response

1. What was the Trust's total expenditure on taxi journeys, as defined above? (One figure per year.)

Year	Spend
2021	£0
2022	£9,279
2023	£0
2024	£0
2025	£0

Note: As an Ambulance Trust we do book taxis for patients that do not incur a cost to the service (e.g., paid for by the patient making their own way to a medical centre etc.).

2. How many taxi journeys were undertaken? (One figure per year.)

Year	Taxi Conveyance Count
2022	673
2023	333

3. Of those journeys, how many involved a patient whose call had been triaged as Category 1, Category 2, Category 3, Category 4 and Category 5 respectively? (Five figures per year.)

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.





Year	Category	Taxi Conveyance Count
2022	Cat2	5
2022	Cat3	38
2022	Cat4	Less than 5
2022	Cat5	626
2022	HCP	Less than 5
2023	Cat2	Less than 5
2023	Cat3	13
2023	Cat5	316

Date Range: 01/01/2026 - 31/12/2026

Taxis have only been used in various trials since 31/01/2022 and there have been no records found after 2023.

If all other options of transport have been exhausted, Emergency Control Centre clinicians are able to book taxis to a place of care for patients who meet the eligibility criteria.

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