South East Coast Ambulance Service
NHS Foundation Trust

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

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

07 October 2026
Internal Reference: 260917
Email:

Dear ,

Thank you for your request for information, which we received on **11/09/2026**.
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

7 Caledonia Road
Stanwell
Staines-upon-Thames
TW19 7TD

For the period 1 December 2024 to 11 September 2026:

1. The total number of emergency calls or ambulance incidents recorded with this address as the incident location.
2. The number of those incidents where an ambulance or other emergency response resource was dispatched.
3. The number of those incidents where an ambulance or other emergency response resource attended the address.
4. A breakdown of these figures by calendar month.

I am requesting anonymous statistical totals only. I am not requesting names, patient information, medical information, caller identities, clinical records or detailed incident narratives.

If exact monthly figures cannot be disclosed because of small-number identification concerns, please provide annual totals, appropriately banded figures, or as much of the requested information as can lawfully be disclosed.

Formal Response

The Trust considers that the information described in your request, if held, would relate to emergency ambulance activity associated with a specific private residential address. Although you have requested anonymous statistical totals, confirming or denying whether the Trust holds information falling within the scope of your request could enable inferences to be drawn about incidents involving identifiable individuals who live at, visit, or are otherwise connected with the property.

Information relating to an individual's interaction with emergency ambulance services is inherently private and may reveal information concerning their health or personal circumstances. The Trust considers that confirming or denying whether it holds the requested information would therefore involve the processing of personal data and would be unfair and unlawful in the circumstances.

Accordingly, under section 40(5B)(a)(i) of the Freedom of Information Act 2000, the Trust is not required to confirm or deny whether it holds the requested information. This is because giving such confirmation or denial would contravene the data protection principles set out in Article 5(1) of the UK General Data Protection Regulation, in particular the principle that personal data must be processed lawfully, fairly and transparently.

The Trust has considered whether the requested information could be provided in an alternative form, including through annual totals, banding or partial disclosure. However, because the request remains linked to a single specified private address, the Trust considers that these approaches would not sufficiently remove the risk of individuals being identified or of private information being inferred.

The Trust is therefore unable to provide the requested figures or to confirm or deny whether information falling within the scope of the request is held.

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