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26th March 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/03/17.

You requested the following information:

**Please can you tell me how many households in the South East Coast Ambulance Service area will not be visited by staff without first seeking police assistance – ie how many households are currently on the service's Location Alert Register.**

We are mindful of our duty to our staff and do not want to expose them to any unnecessary hazards which includes incidents where they may be subjected to potential violence. In making this assessment however, we do not deem it appropriate to "flag" entire areas, but instead will history mark individual addresses where and when it is appropriate. These history markers are regularly reviewed to ensure that the risk associated with the individual remains potential and real.

The Trust maintains a log of addresses where the patient/s (or other residents at the address) concerned are considered to represent an actual or potential danger to our staff.

A red marker relates to the highest risk category and is defined as those addresses where information available makes it clear that staff have been physically assaulted or threatened with violence.

An amber marker relates to those addresses where information available makes it clear that there is a potential risk to crews, or of abusive, aggressive/ inappropriate behaviour.

When The Trust responds to a marked address, the Emergency Operations Centre will alert the attending crew to the nature of the marker to ensure they are aware of the potential risk; in some cases this will include instructions to await the arrival of the police prior to approaching the property in question.

As at February 2015 I can confirm that there were 29 addresses with red markers in our region and 33 addresses with amber markers.

**Please can you tell me how many households in Sussex will not be visited by staff without first seeking police assistance – ie how many households in Sussex are currently on the service's Location Alert Register.**

The towns with red markers in Sussex as at February 2015 were as follows:

Rye x 1  
Shoreham x 1  
Billingshurst x 1  
Hailsham x 1  
East Preston x 1  
Burgess Hill x 1  
Lewes x 1  
Brighton x 1  
Littlehampton x 1  
St Leonards x 2  
Worthing x 1  
Bexhill x 2  
Horsham x 1

The towns with amber markers in Sussex as at February 2015 were as follows:

Brighton x 1  
Hove x 3  
Portslade x 1  
Worthing x 3  
Bexhill x 1  
Sompting x 1  
Eastbourne x 1  
St Leonards x 2  
Horsham x 1

**Please can you tell me how many households in Kent will not be visited by staff without first seeking police assistance – ie how many households in Kent are currently on the service's Location Alert Register.**

The towns with red markers in Kent as at February 2015 were as follows:

Chatham x 1  
Tunbridge Wells x 1  
Deal x 1  
Rochester x 1

Margate x 1  
Gravesend x 1  
Halling x 1  
Ashford x 1

The towns with amber markers in Kent as at February 2015 were as follows:

Gillingham x 1  
Horton Kirby x 1  
Dartford x 1  
Dover x 1  
Chatham x 1  
Ditton x 1  
Canterbury x 1  
Rusthall x 1  
Ashford x 1  
Acrise x 1

**Please can you tell me how many households in the South East Coast Ambulance Service area were on the service's Location Alert Register in the years 2011/12, 2012/13, 2013/14 and the number currently on the service's Location Alert Register.**

We only hold details of the current addresses which have red or amber markers.

**Please can I have a breakdown of the addresses currently on the service's Location Alert Register.**

Please see this information above.

I hope you find this information helpful.

If, for whatever reason you are unhappy with our response, you are entitled to pursue any dissatisfaction through South East Coast Ambulance NHS Foundation Trust's (SECamb) Internal Review Procedure at:

South East Coast Ambulance Service NHS Foundation Trust  
40-42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW  
Email: [complaints@secamb.nhs.uk](mailto:complaints@secamb.nhs.uk)

Should you remain unhappy with the outcome of any such internal review , you may request a decision from the Information Commissioner at:

The Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

If I can be of further assistance to you, please do not hesitate to contact me, quoting the above reference number.

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust