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14th May 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/04/27.

You requested the following information:

**Please could you provide me with the following information:**

**From January 2014 to the present:**

**• What were the number of blue-light emergency calls by category (Red 1, Red 2, Green 1, Green 2)?**

Please see the table below which shows the total number of emergency responses made by South East Coast Ambulance Service NHS Foundation Trust for the period from 1<sup>st</sup> January 2014 to 29<sup>th</sup> April 2015.

Date period	R1	R2	G2 999	G4 999	Total
01/01/14-29/04/15	15,988	345,524	396,587	75,074	833,173

**• How many of the above calls were responded to by private crews and voluntary ambulance services respectively? Could you break these figure down by category of call (red 1, red 2, green 1, green 2)**

Please see the table below showing the number of calls responded to by private ambulance providers broken down in to response categories for the same period. The information below relating to private provider responses is a count of when a 'private provider' attended the incident, not necessarily the first or only resource attending.

	<b>R1</b>	<b>R2</b>	<b>G2 999</b>	<b>G4 999</b>	<b>Total</b>
Number of responses by Private Ambulance Providers	1,160	25,766	30,601	6,033	63,560

Please see the table below which shows the total number of responses made by Voluntary Ambulance Services broken down into response categories for the same period.

	<b>R1</b>	<b>R2</b>	<b>G2 999</b>	<b>G4 999</b>	<b>Total</b>
Number of responses by Voluntary Ambulance Services	200	3,959	4,579	987	9,725

We are continuing to look at ways in which we can reduce our reliance on the use of private ambulance services and always prioritise using our own staff whenever possible. However, along with all ambulance services nationally, South East Coast Ambulance Service NHS Foundation Trust (SECamb) does use private ambulance providers when faced with high levels of demand, when experiencing high call volume or during periods of bad weather.

We have robust governance arrangements in place for the procurement of private ambulance services. While working on our behalf any private provider will be subject to a continuous monitoring and assessment process, to ensure they are providing a high level of service.

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