



40-42 Friars Walk
Lewes
East Sussex
BN7 2XW

Tel: 0300 123 0999

Email: foi@secamb.nhs.uk

1st July 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/06/06.

You requested the following information:

Please can I ask for your help with the following FOI request:

Could I request the following details using the Freedom of Information Act please:

• How many abusive calls have control room staff reported in each of the past three years (2016-15, 2015-14, 2014-13)?

Our staff working in our Emergency Operations Centres (EOCs) are instructed to report any verbal abuse via our incident reporting system. However we cannot guarantee all incidents are always reported and this is reflected in the figures in the table below considering the high volume of calls that our staff have to deal with each year.

We have checked our incident reports, by the reporting staff member as EOC, for the violence and aggression category and identified the following;

Financial Year	Number of reported abusive calls	Number reported to the police
2013/2014	8	4
2014/2015	17	9
2015/2016	8	3

•How many of these reports have culminated in police convictions?

There are no reported sanctions relating to Police prosecutions on our database.

•Can you provide specific examples of what was said in some of the more abusive calls during this period?

No, we are unable to provide specific examples, however some generic issues are;

Swearing/Offensive language
Derogatory comments
Sexually inappropriate suggestions/comments
Threats of violence
Threats to kill

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

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