



40/42 Friars Walk
Lewes
East Sussex
BN7 2XW

foi@secamb.nhs.uk

2nd August 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/07/21.

You requested the following information:

Under the terms of the Freedom of Information Act I would like to request the following information for the calendar years 2013/2014/2015, broken down by each year

- **Details of postcodes that have been flagged for violence**
- **Details of other postcodes that have been flagged for caution because of concerns for the safety of ambulance staff**
- **The postcodes (if any) which specifically require a police response before you can attend, and the reason for such a presence**

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.

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.

There are currently 33 addresses with red markers and 49 addresses with amber markers. These figures relate to the whole of the area SECamb covers.

Requests for history markers are considered on a monthly basis at a working group attended by a wide representation; however Emergency Operations Centre Managers can determine a temporary marker if there is an urgent request for one.

Please see the following list of areas which currently have red markers. We can only provide the areas as this is how this information is recorded within the Trust. We cannot provide historical data in connection with markers on areas.

Seaford
Worthing x 4
Hailsham
East Wittering
Rottingdean
Rye
Lancing
Brighton
Guildford
Long Ditton
Crawley
Walton
Farnborough
Maidstone
Tunbridge Wells
Ramsgate
Faversham x 2
Hythe
Rainham
Dartford
Westgate on Sea
Dover
Canterbury
Chatham x 2
Sutton at Hone
Longfield
Whitstable
St Marys Bay

Please see the following list of areas which currently have amber markers. We can only provide the areas as this is how this information is recorded within the Trust. We cannot provide historical data in connection with markers on areas.

Rustington
Rye
St Leonards x 3
Brighton x 3
Hastings
Bexhill x 3
Eastbourne
Uckfield
East Ashling
Elstead
Farnham
Crawley
Chertsey
Ashridge
West Molesey
Farnborough x 2
Shipley Bridge
Wrecclesham
Three Bridges
Leatherhead
Dartford x 3
Gillingham x 2
Maidstone
Gravesend x 2
Sheerness
Tunbridge Wells x 2
Margate x 3
Chatham x 2
Herne Bay
Horton Kirby
Northfleet
Rochester x 2
Folkestone

- Response times for postcodes that have been flagged, compared with average response times for the Trust (if this doesn't exceed the time limit for an FOI)

We do not hold this information.

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