



South East Coast Ambulance Service NHS  
Foundation Trust  
Nexus House  
Gatwick Road  
Crawley  
RH10 9BG

Date 11<sup>th</sup> January 2018

Email:

Email:foi@secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/08/05.

You requested the following information, please also see our response below:

#### Part 1: physical fleet

Please provide a breakdown of the trust's fleet into as both total numbers and percentages of the total fleet, of:

Double-crewed ambulance, van conversion

Double-crewed ambulance, box conversion

Rapid response vehicles

Motor cycles

Cycles

Please provide this data for:

The current year (the most up to date data as possible)

2016-17

2015-16

2014-15

As a guide, please see Figure 22 "Breakdown of fleet by type of vehicle by NHS ambulance trust, 2015-16" from the National Audit Office report attached.

<https://www.nao.org.uk/wp-content/uploads/2017/01/NHS-Ambulance-Services.pdf>

Please see table below showing our fleet;

	2014/2015		2015/2016		2016/2017	
	Total	Percentage	Total	Percentage	Total	Percentage
Double-crewed ambulance, van conversion	0	0	0	0	0	0
Double-crewed ambulance, box conversion	302	34%	300	32%	299	33%
Rapid response vehicles	156	18%	215	23%	231	25%

<b>Motor cycles</b>	0	0	0	0	0	0
<b>Cycles</b>	0	0	0	0	0	0
<b>Total Vehicle Numbers</b>	888		947		917	

## Part 2: Tail breaches

Please provide details of tail breaches for each call category (percentage and number of breaches in each category), by month for July 2016 - July 2017.

Please also provide the number of calls within each call category by month.

Please provide the call category performance by each category, as well as the locally commissioned levels that need to be achieved each month (and/or the trajectory needed to achieve the commissioned levels) for the 12 month period (July 2016 - July 2017).

Please see tables below:

Month /Year	Commissioned activity (no. of incidents)	R1 Calls	R1 Responses	R1 Late responses	R1 Late responses %	R1 Performance
Jul-16	66637	1452	1371	520	37.93%	62.07%
Aug-16	64796	1401	1337	470	35.15%	64.85%
Sep-16	63553	1312	1244	464	37.30%	62.70%
Oct-16	66664	1570	1499	531	35.42%	64.58%
Nov-16	65620	1736	1623	559	34.44%	65.56%
Dec-16	72563	2070	1940	701	36.13%	63.87%
Jan-17	68998	1898	1802	618	34.30%	65.70%
Feb-17	63759	1587	1512	516	34.13%	65.87%
Mar-17	70843	1746	1629	535	32.84%	67.16%
Apr-17	67416	1577	1492	436	29.22%	70.78%
May-17	70408	1792	1653	533	32.24%	67.76%
Jun-17	68640	1710	1576	569	36.10%	63.90%
Jul-17	72717	1791	1495	637	42.61%	57.39%

Month /Year	Commissioned activity (no. of incidents)	R2 Calls	R2 Responses	R2 Late Responses	R2 Late responses %	R2 Performance
Jul-16	66637	27319	25860	13019	50.34%	49.66%
Aug-16	64796	26137	24777	11719	47.30%	52.70%
Sep-16	63553	25351	24046	11308	47.03%	52.97%
Oct-16	66664	26715	25420	11686	45.97%	54.03%
Nov-16	65620	26534	25225	11081	43.93%	56.07%
Dec-16	72563	31200	29576	14790	50.01%	49.99%
Jan-17	68998	29624	27996	14799	52.86%	47.14%
Feb-17	63759	25244	23941	12119	50.62%	49.38%
Mar-17	70843	27617	26174	13195	50.41%	49.59%
Apr-17	67416	25305	23884	10478	43.87%	56.13%
May-17	70408	28125	26382	12572	47.65%	52.35%
Jun-17	68640	27596	25639	13739	53.59%	46.41%
Jul-17	72717	30180	26398	14328	54.28%	45.72%

Month /Year	Commissioned activity (no. of incidents)	G2 Calls	G2 Responses	G2 Late responses	G2 Late response s %	G2 Performance
Jul-16	66637	32790	28931	8379	28.96%	71.04%
Aug-16	64796	31356	28112	6942	24.69%	75.31%
Sep-16	63553	30072	26939	6965	25.85%	74.15%
Oct-16	66664	31954	28490	8160	28.64%	71.36%
Nov-16	65620	31309	27673	8590	31.04%	68.96%
Dec-16	72563	35016	29258	13030	44.53%	55.47%
Jan-17	68998	33325	27407	12586	45.92%	54.08%
Feb-17	63759	28468	23918	10265	42.92%	57.08%
Mar-17	70843	31149	26245	11134	42.42%	57.58%
Apr-17	67416	30959	26533	8674	32.69%	67.31%
May-17	70408	33663	27733	11409	41.14%	58.86%
Jun-17	68640	33888	26295	13216	50.26%	49.74%
Jul-17	72717	36700	27829	14119	50.73%	49.27%

Month /Year	Commissioned activity (no. of incidents)	G4 999+HCP Calls	G4 999+HCP Responses
Jul-16	66637	26439	7090
Aug-16	64796	23938	7268
Sep-16	63553	22617	6626
Oct-16	66664	23910	7243
Nov-16	65620	24232	6960
Dec-16	72563	31806	6314
Jan-17	68998	29658	5519
Feb-17	63759	23777	5068
Mar-17	70843	25097	5646
Apr-17	67416	23172	5814
May-17	70408	25849	5524
Jun-17	68640	27438	4905
Jul-17	72717	33001	4759

Please provide the tolerance for tail breaches for each call category and if there are financial penalties attached to either the length of the tail by category or the percentage of tail breaches within each category.

Please provide details of performance to the tolerances and breaches for the same time period (July 2016 - July 2017) and any financial penalties imposed or expected.

Our tolerances are as follows;

R1 tolerances - 25%

R2 tolerances - 25%

G2 tolerances - 10%

G4 tolerances - we do not have an agreed target or tolerance

There aren't financial penalties attached to the length or percentage of the tail breaches

**Please provide the longest tail breach in each month for each call category for the same time period (July 2016 - July 2017).**

Please see table below showing longest tail breach for each category in each month:

Month/Year	R1 Latest response (H:MM:SS)	R2 Latest response (H:MM:SS)	G2 Latest response (H:MM:SS)
Jul-16	1:54:53	6:14:14	11:00:35
Aug-16	8:12:12	5:33:36	13:42:44
Sep-16	0:37:54	3:43:26	9:43:42
Oct-16	2:05:12	7:35:45	11:41:00
Nov-16	0:59:55	5:38:09	11:39:55
Dec-16	1:45:51	7:03:55	17:22:09
Jan-17	1:57:07	13:34:02	16:47:33
Feb-17	2:05:07	6:36:01	15:00:00
Mar-17	1:11:28	6:25:15	14:34:28
Apr-17	4:23:50	6:28:39	10:28:43
May-17	2:32:41	4:17:48	16:40:08
Jun-17	1:13:37	7:32:31	20:51:57
Jul-17	3:55:12	9:39:31	15:16:03

Please note that it is common for incidents to start at a lower priority. However due to the length of response delay, these incidents can often be upgraded to a higher priority to ensure a quicker response to the patient. Due to the reporting requirements, these incidents are reported against the higher priority and not the original priority given.

These response times may also include incidents where the patient or patient's family has requested a delay until the morning.

### Part 3: UHP

**Please provide the UHP as separate figures for emergency ambulances and Rapid Response vehicles for each month from July 2016 to July 2017.**

Month/Year	Required unit hrs - Amb	Required unit hrs - SRV
Jul-16	99834	170564
Aug-16	97690	168360
Sep-16	96318	166078
Oct-16	100106	173747

<b>Nov-16</b>	99019	177926
<b>Dec-16</b>	105720	196125
<b>Jan-17</b>	117943	168489
<b>Feb-17</b>	109025	155749
<b>Mar-17</b>	110995	158565
<b>Apr-17</b>	110578	157967
<b>May-17</b>	114962	164233
<b>Jun-17</b>	104494	149276
<b>Jul-17</b>	105860	151229

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Information Governance Manager via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

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