



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

Date 14<sup>th</sup> November 2017

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/17/09/20.

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

**This request concerns the call centre performance of your ambulance service's emergency call centre.**

**Please state the number of 999 calls received by your service's control room in each of the last five financial years, and the current financial year to 22/09/17.**

Please see table below:

Financial Year	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18*
Number of calls	622060	581240	606846	646068	718095	392868

\*This data is up to and including 30<sup>th</sup> September 2017

**Please state the number of 999 calls to your ambulance service's control room that were abandoned by the caller, in that the caller ended the call after being connected by the BT operator but before being answered by your control room staff, in each of the last five financial years, and the current financial year to 22/09/17.**

Please see table below:

Financial Year	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18*
Number of calls	20367	21098	4241	5175	20194	15638

\*This data is up to and including 30<sup>th</sup> September 2017

**Please state the number of 999 calls that were diverted from your control room to that of another ambulance service because your control room was unable to answer it, in each of the last five financial years, and the current financial year to 22/09/17.**

Unfortunately, we do not hold this information

**Please state the number of 999 calls answered by your service that breached your service's 999 call waiting time targets in each of the last five financial years, and the current financial year to 22/09/17.**

The table below shows the number of calls that were not answered within 5 seconds:

Financial Year	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18*
Number of calls	137178	63077	67350	96311	163844	125908

\*This data is up to and including 30<sup>th</sup> September 2017

**Please state the number of occasions that there were no ambulances left to deploy to emergency calls in your service area in each of the last five financial years, and the current financial year to 22/09/17.**

Unfortunately, we do not hold this information

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