



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

Date 23<sup>rd</sup> April 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/18/04/09.

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

**GUIDANCE:**

**By emergency 999 calls, I mean any call, answered by a call handler at your control room, regardless of whether this was forwarded from 111 or a GP**

**Question 1:**

**Please provide the number of calls received monthly since December 2015 - March 2018 in relation to a rough sleeper (homelessness) concern or injury for the entire City of Brighton and Hove.**

**Please note: I am NOT expecting any personal information such as phone numbers, names or locations. Please also state how many times a crew was dispatched and how many times the patient was taken to hospital.**

Please see table below:

Month	Calls	Responses	Transports
Dec-15	3	3	0
Jan-16	3	3	1
Feb-16	1	1	0
Mar-16	1	0	0
Apr-16	3	3	1
May-16	1	0	0
Jun-16	3	3	2
Jul-16	2	2	2
Aug-16	2	1	0
Sep-16	3	3	1
Oct-16	1	1	0
Nov-16	1	1	1

Dec-16	2	1	1
Jan-17	3	1	0
Mar-17	2	1	0
Apr-17	1	0	0
May-17	7	2	1
Jun-17	1	0	0
Jul-17	9	4	3
Aug-17	12	6	5
Sep-17	18	13	3
Oct-17	13	7	2
Nov-17	15	9	4
Dec-17	24	9	3
Jan-18	12	9	2
Feb-18	16	14	4
Mar-18	18	12	4

The Trust does not have a category to specifically identify incidents related to rough sleepers. The data has been pulled using a Free Text search for the following terms:

- Rough Sleeper
- Rough Sleeping
- NFA
- No fixed address
- No fixed abode
- Homeless

Please note this may not be a true reflection of calls as there may be cases where this term is mentioned within the text but does not relate to the incident itself and may relate to something else i.e. patient's medical history. There may also be cases where the patient is homeless but this is not mentioned by the caller and therefore not documented in the notes.

Please note that the Trust introduced a new CAD system in July 2017. This will have contributed to the sharp rise in incidents recorded from this date.

#### **GUIDANCE:**

**999 Calls and the number of emergency responses (dispatches) relating to the following Emergency / Supported Accommodation Properties in Brighton and Hove. Please include emergency and non-emergency responses separately.**

#### **Question 2:**

**Please provide the number of 999 calls recieved (monthly) for the following addresses since Nov 2016 - March 2018. In another column titled emergency responses, please can you include the number of times an ambulance has been dispatched.**

**3/5 Percival Terrace BN2 1FA**

**The Heathers, 4 Lower Rock Gardens -BN2 1PG The Bay Tree, 13/15 Lower Rock Gardens BN2 1PG Windsor Court, Windsor Street BN1 1RS**

**17/19 Grand Parade BN2 9QB**

**Glenwood Lodge 36-37 Grand Parade, Brighton BN2 2QA**

**27/28 Belvedere Terrace BN1 3AF**

**14 Richmond Place BN2 9NA  
1-3 Richmond Place BN2 9NA  
Wardley Hotel, 10 Somerhill Avenue BN3 1RJ  
17 & 18 Seafield Road, Hove. BN3 2TP  
7 Seafield Road, Hove. BN3 2TP  
19 -20 Westbourne Villas Hove BN3 4GQ  
William Collier House, 40 North Road. BN1 1YG  
68 Brunswick Place. BN3 1NA  
40 Brunswick Place BN3 1NA  
50 Brunswick Place BN3 1NA  
You confirmed that the above addresses are all residential**

This above information is exempt under Section 40 (2) – Data Protection

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