



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

Date 12th December 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/18/11/31.

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

What proportion of responses were made to 999 calls within target times in 2017/18, and what were those specific targets? Please can I also request comparative data for the previous 2016/17 year and for five years ago (2012/13).

The data below is from 22nd November 2017 – 31st March 2018

On 22nd November 2017 SECamb adopted the Ambulance Response Programme.

The Ambulance Response Program (ARP) is the new ambulance standard being implemented across the UK. The primary focus of the ARP is to send the most appropriate response for each patient first time. The performance measure for ARP are set out below and differ from the previous measure of attending 75% of Red 1 and Red 2 calls within 8 minutes.

Under the ARP calls are broken into four categories each with unique performance measures:

- Category 1 - We aim to respond with a mean response time of 7 minutes and achieve a 90th centile of 15 minutes.
- Category 2 - We aim to respond with a mean response time of 18 minutes and achieve a 90th centile of 30 minutes.
- Category 3 - No average mean targeted currently but we are aiming for a 90th centile of 2 hours
- Category 4 - No average mean targeted currently but we aim to achieve a 90th centile of 3 hours.

For more information on ARP please visit the following website: <https://www.england.nhs.uk/urgent-emergency-care/arp/>

Category 1

No of Responses	Cat 1 in 7 minutes (mean)	% Cat 1 in target (mean)	Cat 1 in 15 minutes (90th percentile)	% Cat 1 in target (90th percentile)
14633	7294	49.8%	13208	90.3%

Category 2

No of Responses	Cat 2 in 18 minutes (mean)	% C2 in target (mean)	Cat 2 in 40 minutes (90th percentile)	% C2 in target (90th percentile)
126748	82418	65.0%	118293	93.3%

Category 3

No of Responses	Cat 3 in 120 minutes (90th percentile)	% C3 in target (90th percentile)
95883	73396	76.5%

Category 4

No of Responses	Cat 4 in 180 minutes (90th percentile)	% C4 in target (90th percentile)
4721	3508	74.3%

Data pertaining to Red 1 and 2 Incidents (prior to the introduction of ARP) is publicly available via the following link: <https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

There are no national green targets.

Also, please could I request the current salaries of your chief executives plus the number of staff earning over £100,000 per annum, and comparative figures from 2012/13 for chief executives' salaries and number of staff paid more than £100,000 pa.

Please see table below showing the total number of staff earning over £100,000 per annum:

Year	Headcount
12/13	2
17/18	8

The salaries of our Chief Executive are published in our annual reports which can be found via the following link:

http://www.secamb.nhs.uk/about_us/document_library.aspx?cat=33

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 Lead via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

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