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24<sup>th</sup> March 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference **FOI 20/01/32**.

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

**I am writing to you under the Freedom of Information Act 2000 to request the following information from SECAMB:**

1. I would like to know the total number of incidents in which ambulances arrived later than the average response time broken down by the four categories of incident as dictated in the NHS England guidelines from 2017. Ideally this information would cover 2014 - 2019, though if needed due to Section 12 limitations this could be reduced to the period of 2017 - 2019.

	Red 1 calls	Total Red 1 calls	Red 2 calls	Total Red 2 calls
<b>2014</b>	4406	11299	96630	259576
<b>2015</b>	5338	13846	96632	264699
<b>2016</b>	6402	17156	110692	305483
<b>2017</b>	6365	16309*	104467	275881*

	Cat 1 calls	Total Cat 1 calls	Cat 2 calls	Total Cat 2 calls	Cat 3 calls	Total Cat 3 calls	Cat 4 calls	Total Cat 4 calls
<b>2018</b>	15907	40725	123719	347940	87493	249520	4390	11856
<b>2019</b>	17612	45530	147599	401964	80711	225150	2228	6048

\* 2014-2017 figures are based on pre-ARP (Ambulance Response Programme) standards of Red 1 and Red 2 categories.

\* For the year 2017, no data was published for our trust for the month of December 2017

2. Your service's average response time for each of Category 1, Category 2, Category 3 and Category 4 incidents across similar time periods to outlined above.

	Red 1	Red 2
2014	00:06:40	00:06:37
2015	00:06:48	00:06:53
2016	00:07:46	00:09:32
2017	00:07:53	00:10:43

	Cat 1	Cat 2	Cat 3	Cat 4
2018	00:07:48	00:18:30	01:22:30	01:59:01
2019	00:07:35	00:20:28	01:41:23	02:09:31

\* 2014-2017 figures are based on pre-ARP (Ambulance Response Programme) standards of Red 1 and Red 2 categories.

\* For the year 2017, no data was published for our trust for the month of December 2017.

3. The number of staff working for your service total, as well as the total number of paramedics. Figures on this broken down by year from 2017 would be much appreciated if possible, if not current figures are acceptable.

		Dec-17	Dec-18	Dec-19
All Staff	Full time Equivalent	3,039.03	3,358.97	3,689.57
	Headcount	3,308	3,634	4,016
Paramedics	Full time Equivalent	823.47	821.33	885.11
	Headcount	877	881	945

4. The number of incidents in your region in which handover to hospital Accident and Emergency departments have taken longer than 30 minutes. Ideally this would cover the years 2014 - 2019, though if needed due to Section 12 limitations this could be reduced to the period of 2017 - 2019. This would cover data for the entire year, as opposed to just for Winter as is done in NHS England's Daily Situation Reports. If it possible to break this down by week as is done in the SitRep reports this would be appreciated, but it is not necessary.

	Red 1
2014	31523
2015	35283
2016	57735
2017	62720

	Cat 1
2018	55032
2019	62079

- \* Values are based on handover at hospital; to all A&E department types
- \* Response- defined as incidents where at least one resource has arrived on scene.
- \* Not all transports will have a handover button press

**5. The total number of ambulances in your fleet broken down by year since 2014 if possible, or 2017 if necessary under Section 12.**

- December 2017 – 296
- December 2018 – 309
- December 2019 – 356
- January 2020 (Current total) – 366

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, Head of Information Governance 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