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7<sup>th</sup> December 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 211114.

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

**Number of night staff in NHS 111**

27

**Number of day staff in NHS 111**

212

**Number of night staff that have had the opportunity for a step up, promotion, coaching course or dual training in the last 6 months –**

- **Step up** – Less than 10
- **Promotion** – Less than 10
- **Coaching** – Less than 10
- **Dual trained** – Nil

**Number of night staff that have had the opportunity for a step up, promotion, coaching course or dual training in the last 12 months –**

- **Step up** – Less than 10
- **Promotion** – Less than 10
- **Coaching** – Less than 10
- **Dual trained** – Less than 10

**Number of day staff that have had the opportunity for a step up, promotion, coaching course or dual training in the last 6 months –**

- **Step up** – 10
- **Promotion** – Less than 10
- **Coaching** – 19
- **Dual trained** – 27

**Number of day staff that have had the opportunity for a step up, promotion, coaching course or dual training in the last 12 months -**

- **Step up – 17**
- **Promotion – 12**
- **Coaching – 28**
- **Dual trained – 27**

**Total of staff that have been employed to night team in the last 6 months**

Less than 10

**Total of staff employed to day team in the last 6 months**

71

**How people are chosen for step up, promotion, coaching course or dual training positions –**

- Step up
  - o Reviewing recent phone experience, audits, attendance, KPIs, leadership/attitude (where needed)
  - o DCCMs assessment based on above
- Promotion
  - o Interview
- Coaching
  - o KPIs (999, AHT, ED rate); audit scores for last 6 months plus last 5 audits; whether on a sickness stage/attendance
- Dual skilled
  - o Varied, but based on above, plus availability, ie night team not able to transfer due to the current low numbers in that team. This will change when we have got more

Please note that for figures that are less than 10 we are unable to provide the exact number as it may be identifiable to individuals.

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**

