



Trust Headquarters  
Nexus House  
4 Gatwick Road  
Crawley  
West Sussex  
RH10 9BG

Date:

Email:

Dear,

**Tel: 0300 123 0999**  
**[www.secamb.nhs.uk](http://www.secamb.nhs.uk)**

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 230632.

You requested the following information. Please also see our response below:

**Please can I request the following information under the Freedom of Information Act, about staff turnover and leavers at your ambulance trust:**

**1. The total number of staff who have left the trust in each of the past four financial years (2022/23, 2021/22, 2020/21, 2019/20)?**

Please see Question 2 below.

**2. The number of leavers in each of the past four financial years broken down by staff role, e.g. paramedics, call handlers.**

The job roles on ESR haven't been consistent over the 4 year reporting period as they were being gradually updated on ESR during our 999 and 111 cost centre restructures.

# Leavers Summary

## 2019/20

Job Role	Leavers
Assistant/Associate Practitioner	*
Board Level Director	*
Call Operator	*
Clerical Worker	206
Control Assistant	*
Emergency Call Handler	*
Emergency Medical Dispatcher	144
Health Care Support Worker	54
Manager	22
Mechanic	*
Non Executive Director	*
Officer	*
Paramedic	116
Paramedic Manager	15
Paramedic Specialist Practitioner	13
Senior Manager	12
Specialist Nurse Practitioner	*
Support Worker	*
Technician	26
	*
<b>Grand Total</b>	<b>638</b>

## 2020/21

Job Role	Leavers
Assistant	*
Assistant/Associate Practitioner	*
Board Level Director	*
Call Operator	*
Clerical Worker	128
Community Practitioner	*
Emergency Call Handler	69
Emergency Care Assistant	14
Emergency Medical Dispatcher	32
Health Care Support Worker	39
Manager	16
Mechanic	*
Non Executive Director	*
Officer	17
Paramedic	73
Paramedic Consultant	*
Paramedic Manager	11
Paramedic Specialist Practitioner	11
Pharmacist	*
Physiotherapist	*
Senior Clinical Medical Officer	*
Senior Manager	*
Specialist Nurse Practitioner	*
Technician	17
<b>Grand Total</b>	<b>462</b>

## 2021/22

Job Role	Leavers
Assistant/Associate Practitioner	*
Board Level Director	*
Call Operator	11
Clerical Worker	202
Driver	*
Emergency Call Handler	143
Emergency Care Assistant	55
Emergency Care Practitioner	*
Emergency Medical Dispatcher	25
Health Care Support Worker	25
Manager	29
Mechanic	*
Medical Director	*
Non Executive Director	*
Officer	44
Paramedic	127
Paramedic Manager	17
Paramedic Specialist Practitioner	10
Pharmacist	*
Senior Manager	16
Supervisor	*
Technician	31
<b>Grand Total</b>	<b>763</b>

## 2022/23

Job Role	Leavers
Assistant	*
Assistant/Associate Practitioner	*
Board Level Director	*
Call Operator	16
Chief Executive	*
Clerical Worker	194
Community Nurse	*
Community Practitioner	*
Emergency Call Handler	177
Emergency Care Assistant	50
Emergency Care Practitioner	*
Emergency Medical Dispatcher	31
Health Care Support Worker	24
Manager	22
Medical Director	*
Midwife - Specialist Practitioner	*
Officer	38
Paramedic	143
Paramedic Manager	22
Paramedic Specialist Practitioner	11
Pharmacist	*
Senior Clinical Medical Officer	*
Senior Manager	*
Supervisor	*
Technician	29
<b>Grand Total</b>	<b>802</b>

Rows marked with a \* - as these figures are less than 10 we are unable to provide the exact number as it may be identifiable to individuals.

## 3. The annual turnover rate of staff for each of the past four financial years (i.e. the number of staff who left as a proportion of total staff)

Period	Turnover Rate
<b>2019/20</b>	<b>16.25%</b>
<b>2020/21</b>	<b>11.02%</b>
<b>2021/22</b>	<b>17.54%</b>
<b>2022/23</b>	<b>18.17%</b>

## 4. The current number of unfilled vacancies at the trust, and the proportion of total staff posts that are unfilled.

There are 76 posts being advertised on Trac and against the Operations frontline workforce plan we have a gap of approximately 30 Emergency Care Support Workers against the current requirement. We are also looking to recruit approximately 40 more Emergency Medical Advisors for Emergency Operations Centre.

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**

