



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

Date:

Email:

Dear,

Tel: 0300 123 0999
www.secamb.nhs.uk

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 230639.

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

I would like to request the following information

On 1 August 2022 how many 999 call handlers did you employ? Please give as total number and also whole time equivalent. Were they solely employed as 999 call handlers or did their duties include answering 111 calls as well? On that day did you use any additional staff eg agency staff to answer 999 calls (please give numbers)?

254 Emergency Medical Advisors Whole Time Equivalent - 220.62

No 999 call handler would have been answering 111 calls on this date.

No agency staff used on this day.

On 1 December 2022 how many 999 call handlers did you employ? ? Please give as total number and also whole time equivalent. Were they solely employed as 999 call handlers or did their duties include answering 111 calls as well? ? On that day did you use any additional staff eg agency staff to answer 999 calls (please give numbers)?

245 Emergency Medical Advisors Whole Time Equivalent - 212.8

No 999 call handler would have been answering 111 calls on this date.

Two agency staff used this day.

On 1 April 2023 how many 999 call handlers did you employ? ? Please give as total number and also whole time equivalent. Were they solely employed as 999 call handlers or did their duties include answering 111 calls as well? ? On that day did you use any additional staff eg agency staff to answer 999 calls (please give numbers)?

266 Emergency Medical Advisor Whole Time Equivalent - 228.77

No 999 call handler would have been answering 111 calls on this date.

No Agency staff used this day.

The 999 call handlers working these days are total staff numbers not those working on a particular day.

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

Yours sincerely

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

