



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

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 240621.

Firstly, please accept my sincere apologies for the delay and inconvenience you have experienced regarding this request. In this instance the Trust has not responded to your request within the required 20 days, and for this I apologise.

At the time of writing the Trust continues to receive high volumes of FOI requests, many of which have been complex and time consuming.

FOI request:

You requested the following information, please see our response below and any attachments as detailed:

I am writing to request information under the Freedom of Information Act 2000. My request relates to the handling of concerns raised through the Freedom to Speak Up initiative involving myself, who does not directly work for SECamb.

Specifically, I am requesting the following information:

- 1. The rationale for entertaining and investigating complaints concerning myself when I am not employed by SECamb.**
- 2. The reasons for pursuing these complaints and investigations without formally notifying me, I have only heard about these through someone who has been contacted regarding this, but I have not.**
- 3. Details of the individuals and roles involved in making the decision to pursue these complaints and the subsequent investigation.**
- 4. A summary of the information that has been sourced or collected in relation to myself as part of the Freedom to Speak Up process.**
- 5. I understand 2 separate incidents have been brought to the attention of FTSU in the last few weeks one relating to some years ago and one in the last 3 weeks. Please send all information relating to both incidents and any others received concerning myself in the last 2 years – as a non-employee of SECamb.**

Please also let me know the following:

- 6. Number of Reports:** The number of FTSU concerns raised within the last 2 years.
- 7. Types of Concerns:** General categories or types of concerns reported (e.g., patient safety).
- 8. Outcomes:** Information on how these concerns were addressed or resolved, especially without any information from the actual person involved?
- 9. Training and Awareness:** Data on training provided to staff about FTSU.
- 10. Policies and Procedures:** Copies of policies and procedures related to FTSU within the organisation.

For response purposes, your own numbering was continued in the second part of your request.

Response:

By way of background, the Freedom of Information Act 2000 provides public access to information held by public authorities. The Act does not give people access to their own personal data (information about themselves) such as their health records or credit reference file. If an individual wishes to receive information that a public authority holds about them, they should make a Data Subject Access Request (DSAR).

ICO information

[What is the FOI Act and are we covered? | ICO](#)

As elements 1-5 of your request relate to personal data, these fall outside of the FOI Act and cannot be actioned by the FOI Team.

Persons who are or were employed by SECamb, wishing to make a Data Subject Access Request, can submit this via the details below. This should include details of the information requested, subject's full name, the type of information this relates to and the approximate date. Confirmation of the data subject's identity is also required.

Email requests to: hr.sar@secamb.nhs.uk

Or postal requests to:

South East Coast Ambulance Service
Ambulance Headquarters
HR Directorate – Data Subject Access request
Nexus House, 4 Gatwick Road, Crawley RH10 9BG

Should further detail be required to fulfil any request, support will be provided by reply, following initial contact.

Elements 6-10 of your request, as illustrated below, have been actioned as an FOI request, as these relate to organisational data.

6. Number of Reports: The number of FTSU concerns raised within the last 2 years.

There have been 479 cases raised between June 2022 and June 2024. Of these, 96 cases were raised anonymously.

7. Types of Concerns: General categories or types of concerns reported (e.g., patient safety).

Please be advised, concerns can fall under multiple themes and the numbers of concerns per theme do not directly correlate to the total number of concerns raised:

Concerns by National Theme	
Worker Safety / Wellbeing	207
Other Attitudes / Behaviours	186
Bullying and Harassment	169
Patient Safety / Quality	72
Concerns by SECamb Theme	
Leadership	156
System / Process	87
Other	61
Unknown	31
Relationships & Behaviours	30
Enquiry & Advice	29
Health & Safety	25
Recruitment	19
Equality, Diversity & Inclusion	17
Sexual Safety	16
Training	*Less than 10
Fraud	*Less than 10
Conflict of interest	*Less than 10

"Less than 10" is shown where there are fewer than 10 reports.

*Less than 10; we are unable to provide exact figures as these could support possible identification of individual data subjects via data recombination.

8. Outcomes: Information on how these concerns were addressed or resolved, especially without any information from the actual person involved?

The Trust does not collate case outcome information as this is not required by the NFTSU National Office or by the Trust internal governance process. Provision of a statistical overview of case outcomes would require case-by-case review of all 479 cases. Subject matter experts have provided a conservative estimate for outcome review of 20 minutes per case, noting a considerable variation in the range of complexity within the caseload as a whole. The estimated total processing time – approaching 160 hours – far exceeds the appropriate time/cost limit for FOI responses, which for NHS trusts is accepted to be 18 hours (limit for preparation of the entire response). This information therefore cannot be provided at this time.

By way of further information regarding the review of outcomes within the Trust:

The Deputy FTSU Guardians feed back during a weekly case review with the FTSU Guardian Lead. This will include any anonymised learning from outcomes from each concern. The FTSU Guardian Lead feeds back their anonymised learning from outcomes to the FTSU Executive Lead and Trust CEO. Common themes and anonymised learning outcomes are included in the Board paper that the FTSU Guardian lead presents to the Board.

9. Training and Awareness: Data on training provided to staff about FTSU.

SECamb requires all staff to complete mandatory 'speak-up' core training. There is further specific 'listen-up' and 'follow-up' training for local and senior managers.

FSTU was featured in key skills resources during 2023 – 2024.

The FTSU team of guardians are required to complete the following types of training in order to remain compliant for their role in the process(es):

- National Guardians Office training
- National Guardians Speak Up - refresher training
- The Key Skills Speak Up - core training
- Oliver McGowan Mandatory Training on Learning Disability & Autism
- SaM Conflict Resolution training
- ASIST Suicide prevention training
- Mental Health First Aid Training

10. Policies and Procedures: Copies of policies and procedures related to FTSU within the organisation.

I attach a copy of the SECamb FTSU policy, redacted of individual names & internal contact details.

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