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RH10 9BG

Internal Ref:  
Email:

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

Dear,

The trust is in receipt of your information request, thank you. Please accept this formal response, which has been given the internal reference quoted above. Please quote this reference number in any correspondence.

Please accept the Trust's sincere apologies for the delay and inconvenience you have experienced regarding this response. At the time of writing the Trust continues to receive high volumes of FOI requests, many of which are complex and time consuming. In this instance, the Trust has not responded within the required 20 days, and for this we apologise.

### **Request**

You asked us:

**Under the Freedom of Information Act 2000, I would like to request the following information:**

- 1. A list of nursing agencies currently utilized for nursing and care staff at South East Coast Ambulance Service NHS Foundation Trust.**
- 2. Spend data for nursing and care agencies across all areas of the Trust for qualified staff, covering the period from April 2023 to April 2024**
- 3. Information on off-framework agencies that supplied nursing staff between April 2023 and April 2024, including the associated spend data.**

We have processed your request under the Freedom of Information Act 2000 (FOIA)

### **Response**

The formal Trust response follows.

The Trust confirms it holds the information you requested.



**Under the Freedom of Information Act 2000, I would like to request the following information:**

**1. A list of nursing agencies currently utilized for nursing and care staff at South East Coast Ambulance Service NHS Foundation Trust.**

Nursing only – Hallam, Connaught and Merco

**2. Spend data for nursing and care agencies across all areas of the Trust for qualified staff, covering the period from April 2023 to April 2024.**

The Trust does not have specific nursing spend data, we do employ Clinical Advisors in our 999 and 111 call centres to provide telephone triage to patients. These Clinical Advisors can hold different qualifications, some maybe qualified nurses.

The spend for April 2023 to April 2024 for Clinical Advisors was £2,124,110

**3. Information on off-framework agencies that supplied nursing staff between April 2023 and April 2024, including the associated spend data.**

No off-framework agencies used

**Next steps**

We hope you find the information provided to be of some assistance.

Should you be 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)

You can ask us to review our response. If you would like us to carry out a review, please let us know within 40 working days. This will be conducted by someone who was not involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

Should you remain dissatisfied following our internal review, you can complain to the [Information Commissioner's Office](#) (ICO). You should make complaints to the ICO within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: [www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints).

The ICO's postal address is:  
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

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



Saving Lives,  
Serving Our Communities

Chair: Usman Khan CEO: Simon Weldon



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