



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 240104.

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

**Under the Freedom of Information Act, and for the latest date available, please can you provide me with information on:**

(a) The total number of roles on your employment structure (inclusive of filled and unfilled posts) for:

- (i) Emergency Medical Advisors / 999 Call Handlers
- (ii) Dispatch Officers
- (iii) 111 Call Handlers

(b) The total number of unfilled posts on that date for:

- (i) Emergency Medical Advisors / 999 Call Handlers
- (ii) Dispatch Officers
- (iii) 111 Call Handlers

(c) The Trust's estimate of the vacancy rate for each of those roles.

(d) The date for which those figures are valid.

**If the job titles in use do not exactly match the descriptions used above then please can the nearest approximation be used instead.**

**If held, I would be grateful if the figures requested under (a) and (b) could be given as both a headcount and as a full-time equivalent.**

Headcount is unavailable for the budgetary figures, but FTE is included. EMAs & Dispatch are from the same Cost Centre, and therefore from the same budget, so these have been added together for the purpose of the Vacancy Rate:

	Headcount	Actual FTE	Budget FTE	Vacancy Rate
EMAs	306	266.71	446.01	4.93%

<b>Dispatch</b>	175	157.29	446.01	4.93%
<b>111</b>	282	224.93	263.96	14.79%

Figures used are from December 2023.

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**

