



Trust Headquarters
Nexus House
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Crawley
West Sussex
RH10 9BG

Date: 20th May 2024

Email:

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

Dear

I am in receipt of your email requesting an internal review. This is in connection with your original enquiry under the Freedom of Information Act 2000 (FOIA). Reference FOI 240226.

Firstly, please accept my apologies for the delay you have experienced regarding this request. In this instance the Trust did not respond to your FOI request within statutory timeframes, 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.

You requested the following information: Please see original request below to which we have now provided a response.

- 1) How many people are directly employed by your organisation. If you organisation has subdivisions, please report the Employee numbers in each subdivision.**

Response: Please see table below:

Row Labels	Count of Employee Number
278 EP3 Chief Executive Office	51
278 EP3 Director of Finance & Corporate Services	88
278 EP3 Director of Human Resources	85
278 EP3 Director of Operations	4184
278 EP3 Director of Quality & Safety	61
278 EP3 Director of Strategic Planning and Transformation	129
278 EP3 Medical Director	200
Grand Total	4798

- 2) How many of your employees in 1) have received Formal “Deaf Awareness training via an external organisation? If you organisation has subdivisions, please report the number of Employees in each subdivision.

Response: The organisation does not deliver any specific Deaf awareness training.

- 3) How many of your employees have received in house “Deaf awareness training”? If you organisation has subdivisions, please report the number of Employees in each subdivision

Response: The organisation does not deliver any specific Deaf awareness training.

- 4) Do your employees receive Deaf awareness training as part of their induction training or orientation and do they receive some form of recognition such as a certificate? If you organisation has subdivisions, please report the number of Employees in each subdivision.

Response: The organisation does not deliver any specific Deaf awareness training

- 5) How many of your employees have been recruited where Deaf awareness training was a job specification/requirement. If you organisation has subdivisions, please report the number of Employees in each sub division

Response: Zero.

- 6) Is Deaf Awareness Training a specific part of employee’s professional development programme. If yes, is it undertaken, monthly, annually, biannually, or less frequently. If it is not part of the programme, why isn’t it part of the programme? If you organisation has subdivisions, please report the number of applicable employees in each subdivision.

Response: The organisation does not deliver any specific Deaf awareness training

- 7) How often do you check on your organisation’s compliance with the Equalities Act 2010 and who is responsible for undertaking the audit? If you organisation has subdivisions, please report the data for in each subdivision separately.

Response: The Inclusion team is responsible for ensuring that the Trust is meeting its legislative requirements.

8) Has your organisation ever faced any legal proceedings for disability discrimination?

Response: Yes

Response: Less than 10*.

*This figure has been applied in accordance with the ICO Anonymisation Code of Practice.

And if this resulted in you paying compensation how many times and have you paid compensation

Response: None paid

And how much is the total you have had to pay out? [so that we can work out an average payment]

Response: See above

9) Have any employees sued your organisation for deaf or hearing disability discrimination?

Response: None

If yes how many?

Response: See above

10) Have any individuals or organisations successfully sued your organisation for breach of section 20 21 and or for harassment and or victimisation due to Tinnitus or hearing impairments?

Response: No

If your organisation has subdivisions, please report the number of Employees in each subdivision.

Response: See above

11) How many board members, trustees or senior executives do you have and how many of these have

Response: 13

a) Received Deaf awareness Training.

Response: All employees are required to undertake Statutory and mandatory equality and diversity training

b) Are hearing impaired and or otherwise disabled.

Response: Zero

c) Are aware that reasonable adjustments for Tinnitus are different to those for Hearing loss?

Response: All employees are required to undertake Statutory and mandatory equality and diversity training

Trust response:

As requested, an investigation / review in relation to your request has been completed. Please see timelines as illustrated below.

FOI – Timeline for Internal Review

- 22.02** – FOI request received.
- 23.02** – Info requested from internal portfolios.
- 23.02 – 22.03** - Stakeholder engagement
- 22.03** – FOI Co Ordinator contacts stakeholders regarding request and position.
- 22.03** – Further information requested from stakeholders relating to and outstanding question.
- 24.03 – 26.03** - Internally escalated for response
- 27.03** – Confirmation received that this would be actioned following week.
- 06.04** – FOI Co Ordinator chases response
- 14.05** – Key stakeholder was absent from the business for a 2-week period from 2 April 2024. The request did not get actioned during this time.
- 14.05** – Head of Information Governance escalates to stakeholder for response.

Further information

As a Trust SECamb acknowledges and understands its statutory legal obligations around the completion of Freedom of Information requests. It further supports the process through a fully functioning publication scheme where responses, in an anonymised format are uploaded onto our public website.

It has a robust internal FOI process in place whereby all requests are initially reviewed and forwarded to the appropriate stakeholder portfolio to provide the requested information. Information is collated, with all responses undertaking a vigorous review and sign off process prior to sending. This review process also includes the associated portfolio Director and Trust FOI Lead.

Whilst writing I would like to confirm that as part of the Trusts Quality Improvement and Continuous Improvement programme, 2 separate reviews of the FOI process has been undertaken These reviews have been used to identify opportunities for improvement and are set to continue over the coming year.

In the spirit of being open and transparent I have provided contact details for the Information Commissioners Office (ICO) should you wish to make a formal complaint.

Head office.
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Once again, please accept my apologies for the inconvenience caused in relation to completing your request.

Yours sincerely

Caroline Smart
Head of Information Governance
South East Coast Ambulance Service NHS Foundation Trust