



Trust Headquarters
Nexus House
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West Sussex
RH10 9BG

Internal Ref:
Email:

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

Dear

The Trust is in receipt of your Freedom of Information Act 2000 (FOIA) request, thank you. This request has been assigned the internal reference quoted above; please ensure that you quote this number in any future correspondence.

We have now provided a formal response below. Please accept our sincere apologies for the delay and inconvenience you have experienced regarding the completion of this request. 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 working days, and for this we apologise.

FOI Request

You asked us:

Please could I request organisational information and carry out a freedom of information request under the freedom of information act 2000.

Can you please provide me with the maximum percentage allowed of annualised hours at a station and the policy that supports this information?

Can you also provide me with the individual percentages for the below stations/ou-

**Polegate
Hastings
Ashford
Banstead
Brighton
Chertsey
Dartford
EOC east
EOC west**

**Gatwick
Guildford
Medway
Paddock wood
Tangmere
Thanet
Worthing
CCP OU**



Formal Response

The Trust confirms it holds part of the information you requested.

Please find attached two policy and procedure documents:

SECamb Flexible Working Policy

SECamb Annualised Hours Procedure

There is no maximum percentage of annualised hours (AH) described in Trust policy.

The Trust has no fixed target; a legacy maximum 'tolerance' of 5% of our operational hours did exist for many years at each Dispatch Desk. This has been exceeded in some areas as flexible working requests have increased over the years.

This does not constitute a cap per Dispatch Desk, but new AH requests are expected to be considered by Operational Unit Managers (OUMs), or Associate Directors of Operations (ADOs). With many other rota types and flexible working being available to colleagues and greater understanding and clarity of the restrictions of annualised hours understood we can offer better working patterns that annualised hours contracts cannot support.

Please find requested percentages in the table below, correct at January 2025:

Operating Unit	AH %	Operating Unit	AH %
Ashford	6.40	Hastings	4.70
Banstead	7.00	Medway	6.12
Brighton	7.62	Paddock Wood	6.45
Chertsey	5.17	Polegate	6.17
Dartford	8.98	Tangmere	5.33
Gatwick	10.11	Thanet	4.78
Guildford	4.81	Worthing	6.99
EOC East	0.80	CCP OU	2.81
EOC West	1.85	Mean value	5.65

The above figures include Operational Team Leaders (OTLs) but exclude student paramedics working as Emergency Care Support Workers (ECSWs).

Next steps

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

Should you be dissatisfied with our response then in the first instance please contact Caroline Smart, Head of Information Governance, via the following email address:

FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly



involved in reviewing the original response, ordinarily, the Trust Data Protection Officer. We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](https://ico.org.uk/for-organisations/about-the-information-commissioner/) (ICO). Complaints to the ICO should be made 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.

Alternatively, 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: Michael Whitehouse CEO: Simon Weldon