



Trust Headquarters
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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:

Regarding the uniform policies and associated costs for non-public-facing job roles within your service, such as 999 and 111 call handlers and other office-based staff. Specifically, I would like to request the following information:

Uniform Policy and Issuance:

- What uniform items (e.g., shirts, trousers, shoes, etc.) are issued to staff in non-public-facing roles?
- How much uniform is provided to each staff member upon joining?
- How frequently are uniform items reissued or replaced?

Cost Information:

- The cost of uniform per person for staff in these non-public-facing roles.
- The total annual cost of uniforms issued to non-frontline staff across the organisation for the most recent financial year.

End of Employment Process:

- What procedures are in place for the return of uniforms when staff leave the organization?
- What happens to returned uniforms (e.g. recycling, disposal, reuse, etc)?

I would be grateful if you could provide this information for the most recent financial year available.



Formal Response

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

The Trust has included the following attachment as part of this disclosure:

SECamb Uniform Procedure

This document is available publicly at the following link:

<https://www.secamb.nhs.uk/wp-content/uploads/2024/08/Uniform-Procedure.pdf>

Uniform Policy and Issuance:

- **What uniform items (e.g., shirts, trousers, shoes, etc.) are issued to staff in non-public-facing roles?**

Please see Appendix B of *SECamb Uniform Procedure*.

- **How much uniform is provided to each staff member upon joining?**

Please see Appendix C of *SECamb Uniform Procedure*.

- **How frequently are uniform items reissued or replaced?**

The Trust does not hold this information. Uniform items requiring replacement are exchanged like-for-like, as required. No record is kept of frequency.

Cost Information:

- **The cost of uniform per person for staff in these non-public-facing roles.**

The approximate cost for initial uniform supply is £200.00. This varies depending on role and individual reasonable adjustment.

- **The total annual cost of uniforms issued to non-frontline staff across the organisation for the most recent financial year.**

The Trust has spent £830,990 in the past 12 months for Uniform issued to all staff. Records are not held in a way that facilitates breaking this down to 'non-frontline' only.

End of Employment Process:

- **What procedures are in place for the return of uniforms when staff leave the organization?**

All uniform issued to staff by the Trust remains the property of the Trust and must be returned to the Logistics department at the termination of employment.

- **What happens to returned uniforms (e.g. recycling, disposal, reuse, etc)?**

Returned uniform is recycled where possible, or destroyed.

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](#) (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**



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