



Internal Ref: 250149  
Email:

Trust Headquarters  
Nexus House  
4 Gatwick Road  
Crawley  
West Sussex  
RH10 9BG

Dear,

Tel: 0300 123 0999

[www.sectimb.nhs.uk](https://www.sectimb.nhs.uk)

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:

- 1. Please let me know the a) vacancy rate b) turnover rate for 999 call handlers? If possible, please provide an average figure for 2024/25 so far.**
- 2. Please tell me how many serious incidents were recorded by the trust in a) 2023/24 and b) 2024/25 so far? If possible, please break these figures down by type of incident (eg response time, treatment, triage etc)**
- 3. Please tell me how many of the serious incidents above resulted in deaths in a) 2023/24 and b) 2024/25?**
- 4. Please tell me how many complaints have been made against employees at the trust for a) sexual harassment and b) bullying in each of the years i) 2023/24 and ii) 2024/25 to date?**
- 5. Please tell me how many staff have been dismissed for a) sexual harassment and b) bullying for each of the years i) 2023/24 and ii) 2024/25 to date?**
- 6. Please tell me how many occasions in 2024/25 there have been fewer than five 999 call handlers on one shift at each of your emergency operations centres?**
- 7. If possible, please tell me the approximate populations covered by each of your emergency operations centres.**

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.

- 1. Please let me know the a) vacancy rate b) turnover rate for 999 call handlers? If possible, please provide an average figure for 2024/25 so far.**

Vacancy rate for 2024/2025 is 3.2% and turnover rate is 40.65%

- 2. Please tell me how many serious incidents were recorded by the trust in a) 2023/24 and b) 2024/25 so far? If possible, please break these figures down by type of incident (eg response time, treatment, triage etc)**

a) 2023/2024:

| Reporting Incident Type       | Count of Serious Incidents Reported |
|-------------------------------|-------------------------------------|
| Delayed Dispatch / Attendance | 15                                  |
| Treatment / Care              | 10                                  |
| Triage / Call management      | Less than 10                        |
| Call Answer Delay             | Less than 10                        |
| Grand Total                   | 32                                  |

- b) 2024/2025: The trust does not follow the serious incident framework starting from Jan 2024. We introduced the Patient Safety Incident Response Framework (PSIRF) in January 2024.

- 3. Please tell me how many of the serious incidents above resulted in deaths in a) 2023/24 and b) 2024/25?**

Of the 32 serious incidents, there were no incidents where death was the final grade of harm.

2024/2025: The trust does not follow the serious incident framework starting from Jan 2024. We introduced the Patient Safety Incident Response Framework (PSIRF) in January 2024.

- 4. Please tell me how many complaints have been made against employees at the trust for a) sexual harassment and b) bullying in each of the years i) 2023/24 and ii) 2024/25 to date?**



| 01/01/2023 – 31/12/2023            | 01/01/2024 – 31-12-24              | 01/01/25 – to Date  |
|------------------------------------|------------------------------------|---|
| <b>Bullying</b><br><br>22          | <b>Bullying</b><br><br>25          | <b>Bullying</b><br><br>Undisclosable as number of less than 10          |
| <b>sexual harassment</b><br><br>11 | <b>sexual harassment</b><br><br>25 | <b>Sexual harassment</b><br><br>Undisclosable as number of less than 10 |

**5. Please tell me how many staff have been dismissed for a) sexual harassment and b) bullying for each of the years i) 2023/24 and ii) 2024/25 to date?**  
**of the years i) 2023/24 and ii) 2024/25 to date?**

| 01/01/2023 – 31/12/2023   | 01/01/2024 – 31-12-24  | 01/01/25 – to Date       |
|---|--|--------------------------|
| <b>Bullying</b><br><br>0  | <b>Bullying</b><br><br>Undisclosable as number of less than 10 | <b>Bullying</b><br><br>0 |
| <b>sexual harassment</b><br><br>Undisclosable as number of less than 10 | <b>sexual harassment</b><br><br>0                              | <b>Sexual</b><br><br>0   |

**6. Please tell me how many occasions in 2024/25 there have been fewer than five 999 call handlers on one shift at each of your emergency operations centres?**

As the function is not site based there would be no occasion that less than 5 EMAs would be on duty.

**7. If possible, please tell me the approximate populations covered by each of your emergency operations centres.**

Please refer to the Office of National Statistics for the population in the areas SECamb operates in.



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Serving Our Communities**

Chair: Michael Whitehouse CEO: Simon Weldon

Less than 10, we are unable to provide exact numbers as these could be identifiable to individuals.

The Trust can confirm that this information exists. However, where an output represents fewer than 10 individuals or incidents in the period requested, we have not provided exact figures. This practice is known as data blurring, which serves to mitigate against the risk of possible re-identification of individual data subjects via data recombination (sometimes referred to as jigsawing). This risk is assessed in accordance with the Information Commissioner's Office (ICO) *Anonymisation Code of Practice*, in relation to Section 40(2) of the FOIA 2000

### **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**