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Internal Ref:
Email:

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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:

I am writing to request information under the Freedom of Information Act regarding staffing and vacancies in your emergency control rooms.

Specifically, I am requesting the following data for the financial years 2021/2022, 2022/2023 and 2023/2024:

- 1. The total number of 999 control room staff employed at the end of each financial year, broken down by:**
 - Full-time equivalent (FTE) staff
 - Part-time staff
- 2. The total number of 999 control room staff who left their roles in each financial year.**
- 3. The number of vacancies for 999 control room positions at the end of each financial year.**
- 4. How much your trust spent on recruitment for control room staff in each financial year?**



5. The total number of staff days lost due to sickness in each financial year
6. The total number of 111 staff employed at the end of each financial year (as stated above), broken down by:
 - Full-time equivalent (FTE) staff
 - Part-time staff
7. The total number of 111 staff who left their roles in each financial year.
8. The number of vacancies for 111 positions at the end of each financial year.
9. How much your trust spent on recruitment for 111 staff in each financial year?
10. The total number of staff days lost in the 111 service due to sickness in each financial year.

Formal Response

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

1. The total number of 999 control room staff employed at the end of each financial year, broken down by:
 - Full-time equivalent (FTE) staff
 - Part-time staff

Apr-22		Apr-23		Apr-24	
Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
210	4	266	4	333	22
214		270		355	

2. The total number of 999 control room staff who left their roles in each financial year.

Apr-22	Apr-23	Apr-24
192	236	285

3. The number of vacancies for 999 control room positions at the end of each financial year.

21/22	22/23	23/24
Data not held	60.00	17.53



4. How much your trust spent on recruitment for control room staff in each financial year?

The Trust does not hold this information.

5. The total number of staff days lost due to sickness in each financial year

21/22	22/23	23/24
22,318	24,113	19,319

6. The total number of 111 staff employed at the end of each financial year (as stated above), broken down by:

- Full-time equivalent (FTE) staff
- Part-time staff

Apr-22		Apr-23		Apr-24	
Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
209	2	239	13	261	12
211		252		273	

7. The total number of 111 staff who left their roles in each financial year.

Apr-22	Apr-23	Apr-24
211	197	248

8. The number of vacancies for 111 positions at the end of each financial year.

21/22	22/23	23/24
Data not held	12.17	49.20

9. How much your trust spent on recruitment for 111 staff in each financial year?

The Trust does not hold this information.

10. The total number of staff days lost in the 111 service due to sickness in each financial year.

21/22	22/23	23/24
21,569	21,406	17,389



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



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon