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Internal Ref:  
Email:

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[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

Dear ,

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:

**I would like to request the following information in regards to your Control Room management teams**

- **Who oversees the control room on a daily basis / look after dispatch?**
- **What does your control room structure look like?**
- **What banding are they?**
- **What is their job title?**
- **How many staff do they directly manage?**
- **How many are on duty at one time?**
- **A brief description of their job role**

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.



- **Who oversees the control room on a daily basis / look after dispatch?**

The EOCM (Emergency Operations Centre Manager) oversees the control room on daily basis. Dispatch has Dispatch team leader and the line managers.

- **What does your control room structure look like?**

EOCM > TEAM LEADER > DISPATCHERS > CFR DESK

- **What banding are they?**

BAND 7 > BAND 5 > BAND 4 > BAND 3

- **What is their job title?**

Emergency Operations Control Room Manager B7  
Dispatch Team Leader B5  
Dispatcher B4  
Response Desk Co-ordinator B3 (allocated community responders)

- **How many staff do they directly manage?**

EOCM line Manager 3 or 4 team leaders  
Dispatch Team Leaders up to 10

- **How many are on duty at one time?**

2 EOCMs, 6 DTLS, 18 RDs, 2 RDC (across 2 control rooms) half and half each site respectively

- **A brief description of their job role**

This can be found on the trust website.

### **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](https://ico.org.uk/for-organisations/about-the-information-commissioner/) (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](https://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**



Saving Lives,  
Serving Our Communities

Chair: Usman Khan CEO: Simon Weldon