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Internal Ref:
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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.

FOI Request

You asked us:

I would be grateful if the following questions could be passed for response under the Freedom of Information Act.

- **What does a standard induction/on-boarding programme look like for new starters joining your organisation?**
 - **Does this apply to *all* new starters regardless of contract type or length?**
- **What subjects, topics, policies, charters are covered as part of the induction/on-boarding programme?**
- **What format (ie webinar, e-learning, face-to-face) does your induction/on-boarding programme take and over what length of time?**
- **Following the standard recruitment process, at what point does a new starter attend any formal Corporate Induction programme?**
- **Is attendance/engagement with formal induction processes an essential/mandatory requirement?**
 - **If so what is your current compliance rate?**
- **When was the last time your induction programme was reviewed?**
 - **As a result of this review, what, if anything, changed?**
 - **Do you have any future plans to add/remove any content?**
 - **If so, what is it?**
- **Is your executive team involved with the delivery of any part of the induction programme?**



Formal Response

The Trust confirms it holds the information you requested.

- **What does a standard induction/on-boarding programme look like for new starters joining your organisation?**

The Corporate Induction is a 2.5-hour programme delivered, in person, by the Learning and Development Team. The content includes:

- 'Welcome' from Simon Weldon
- Culture, Values and Sexual Safety
- SECamb Networks
- Quality Improvement
- Raising Concerns - Freedom to Speak Up
- Wellbeing Hub

The Corporate Induction is delivered to Operational colleagues as part of their Onboarding Day programme, which takes place on day-1 of their employment. For Emergency Operations Centre (EOC), NHS 111 and corporate colleagues, the induction is a 'stand-alone' session delivered once per month at one of two major Trust locations.

- **Does this apply to *all* new starters regardless of contract type or length?**

Yes – all new starters are invited to attend a Corporate Induction. However, this excludes volunteers.

- **What subjects, topics, policies, charters are covered as part of the induction/on-boarding programme?**

- 'Welcome' from Chief Executive Officer (Pre-recorded video)
- Culture and Values (Tabletop exercise on SECamb's Values)
- Inclusion Starts with I (video about inclusion)
- Building a 'kinder' culture (Attendees make their own pledge using Mentimeter)
- Sexual Safety at SECamb (Reference to the Sexual Safety Charter and the Ten Core Principles)
- 'Are you OK with this?' (Discussion based exercise highlighting boundaries)
- Quality Improvement (Facilitated by the QI team)
- Freedom to Speak Up (Facilitated by the FTSU team)
- Wellbeing at SECamb (Facilitated by the Wellbeing team)

- **What format (ie webinar, e-learning, face-to-face) does your induction/on-boarding programme take and over what length of time?**

The Corporate Induction is a 2.5-hour programme, delivered in person, by the Learning and Development Team. The programme includes videos, discussion-based exercises, tabletop work and an interactive engagement tool.



- **Following the standard recruitment process, at what point does a new starter attend any formal Corporate Induction programme?**

For EOC,111 and corporate roles, new starters are allocated a Corporate Induction date by the Recruitment Team which they receive with their contract. However, should these allocated dates fall during training commitments or on rest days, a new Induction date is offered. The point of attendance can vary from 1-6 months.

The Corporate Induction is delivered to operational colleagues as part of their Onboarding Day programme, which takes place on day-1 of their employment

- **Is attendance/engagement with formal induction processes an essential/mandatory requirement?**
 - **If so what is your current compliance rate?**

The Corporate Induction is a mandatory programme. However, there are instances where colleagues may not be able to attend before they reach their 6-month probation, due to training commitments, rota patterns, sickness or annual leave.

The Trust does not hold compliance information at this time.

- **When was the last time your induction programme was reviewed?**
 - **As a result of this review, what, if anything, changed?**

The content of the programme is updated regularly, as required, to ensure information remains accurate.

- Information relating to Sexual Safety was reviewed on 03/02/25. References to the People's Pledge were removed. Facilitator notes were updated to ensure there was no outdated terminology included.
- The SECamb Values were updated in September 2024 to bring them in line with the new Values of Kindness, Courage and Integrity.
- Contact details for the Freedom to Speak Up team were updated on 14/02/25 due to changes within the team.
- **Do you have any future plans to add/remove any content?**
- **If so, what is it?**

The Trust is proposing to digitise the Corporate Induction. The proposal is not yet documented or approved. It is proposed this will be more accessible to colleagues, including those who work part-time hours, or are less able to travel between sites.

As part of this project, the content will be reviewed in its entirety, to ensure it remains relevant, current and informative to new starters.

- **Is your executive team involved with the delivery of any part of the induction programme?**

No – other than the pre-recorded 'Welcome' video by the CEO.



Next steps

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

Please note you will be able to source a lot of information which is made available on our website.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate 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